



PRESENTS

CUSTOMER SERVICE EXCELLENCE



Testimonial from the previous course:

- This type of program should be provided not only to the customer care staff but also to all department staff.
- Overall it was extraordinary. CRM is all about helping us to solve problems relating to customer activities and its management. Such training is very essential as we are all have played the role of a customer at some point of time.
- The workshop was delightful and I would like to recommend this workshop to all my colleagues.
- It was my pleasure attending such an innovative program by same kind of highly knowledgeable and experienced personnel.
- I personally felt very lucky to be part of such a fantastic program.

NATIONAL BANKING INSTITUTE LTD.

Central Plaza, 6th Floor, Narayanchour, Naxal, Kathmandu, Nepal.
T : 977-1-4415903/905, 4436001 • F: 977-1-4441351
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Course Outlines

Learning Outcomes	<p>The program aims to equip participants with sound knowledge on customer service and marketing. Upon the completion of the course the participants will gain knowledge and skills that are very essential to be efficient in their field of work. This program will help participants get an overall concept of a customer's behavior, handling them and also marketing aspects that will allow not only for them to grow but also the organization in the long run. The participants will be able to:</p> <ul style="list-style-type: none">• Develop Ownership• Learn skills that contribute to better Customer Service• Learn Marketing techniques & skills• Be more effective and efficient• Work professionally
Program Delivery	<ul style="list-style-type: none">• PPT, Lecture, Role Play, Case Study.
Details of Facilitator	<p>Ms. Nina Tamang</p> <ul style="list-style-type: none">• Honors in Economics from North Bengal University India :June 1992 University Topper in Macro Economics• 20 plus years experience in Banking Sector: 11years in Grindlays Bank/ Standard Chartered Bank 9 plus years in Bank of Asia and NIC ASIA Bank• Member of Bank Management Committee in Bank of Asia and NIC ASIA Bank (since 2008)• Successfully established Service Excellence Department in NIC ASIA Bank 2013.• Successfully established a Call Centre in NIC ASIA Bank 2015.• Since 2008; is imparting training to both Bankers and Government Employees

NBI Terms and Conditions

Fee/ Charges : Cancellation/ withdrawal of participants must be done 24 hours prior to start of the program. If participants does not attend the program without cancellation, full charge should be levied to the client.

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Program Itinerary

Time & Session	Details
Session I 8:30am to 10:00am	<ul style="list-style-type: none">• Ice Breaker• Understanding the basics of Customer• Customer Service
10:00am to 10:15am	Tea/ Coffee
Session II 10:15 am to 11:45 am	Service Excellence <ul style="list-style-type: none">• Empathy (case study)• The Golden Rules• Factors determining good service
11:45 am to 12:30 pm	Lunch Break
Session III 12:30pm to 2:00 pm	Customer Dealing <ul style="list-style-type: none">• Telephone Etiquette• Effective dealing• Dealing with Difficult Customers
2:00 pm to 2:15 pm	Tea Break
Session IV 2:15pm to 3:45pm	Passion for Service <ul style="list-style-type: none">• Benefir of providing good Customer Service• Group Exercise

Facilitator: Ms. Nina Tamang

Venue: Hotel Ratna, Biratnagar

Date: 26th May 2018

Target Group: CSD, Operation Department

Fee: 6,500 + VAT

Time: 8:30 AM to 3:45 PM



Customer Relationship Management