



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.
- First of all training given by Ms. Euden Koirala added a lot more knowledge to our experience. 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, 6<sup>th</sup> Floor, Narayanchour, Naxal, Kathmandu, Nepal.  
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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 <b>overall concept of a customer's behavior, handling them and also</b> 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"><li>• Develop Ownership</li><li>• Learn skills that contribute to better Customer Service</li><li>• Learn Marketing techniques &amp; skills</li><li>• Be more effective and efficient</li><li>• Work professionally</li></ul> |
| Program Delivery       | <ul style="list-style-type: none"><li>• PPT, Lecture, Role Play, Case Study.</li></ul>  |
| Details of Facilitator | <p>Ms. Nina Tamang</p> <ul style="list-style-type: none"><li>• Honors in Economics from North Bengal University India :June 1992</li><li>• University Topper in Macro Economics</li><li>• 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</li><li>• Member of Bank Management Committee in Bank of Asia and NIC ASIA Bank (since 2008)</li><li>• Successfully established Service Excellence Department in NIC ASIA Bank 2013.</li><li>• Successfully established a Call Centre in NIC ASIA Bank 2015.</li><li>• Since 2008; is imparting training to both Bankers and Government Employees</li></ul>   |

### 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<br>8:00am to 9:30am     | <ul style="list-style-type: none"> <li>• Ice Breaker</li> <li>• Understanding the basics of Customer</li> <li>• Customer Service</li> </ul>                         |
| 9:30am to 9:45am                  | Tea/ Coffee   |
| Session II<br>9:45 am to 11:15 am | Service Excellence <ul style="list-style-type: none"> <li>• Empathy (case study)</li> <li>• The Golden Rules</li> <li>• Factors determining good service</li> </ul> |
| 11:15 am to 12:00 pm              | Lunch Break   |
| Session III<br>12:00pm to 1:30 pm | Customer Dealing <ul style="list-style-type: none"> <li>• Telephone Etiquette</li> <li>• Effective dealing</li> <li>• Dealing with Difficult Customers</li> </ul>   |
| 1:30pm to 1:45pm                  | Tea Break   |
| Session IV<br>1:45pm to 3:30pm    | Passion for Service <ul style="list-style-type: none"> <li>• Benefir of providing good Customer Service</li> <li>• Group Exercise</li> </ul>                        |

**Facilitator:** Ms. Nina Tamang  
**Venue:** Hotel Vinayak, Bardibas  
**Date:** 24th February 2018  
**Target Group:** CSD, Operation Department  
**Time:** 8:00 AM to 3:30 PM

