



PRESENTS

# CUSTOMER SERVICE EXCELLENCE



## Testimonial from the previous course:

- I will be very happy and enthusiastic to attain Nina madam's class again in future. I recommend NBI to use trainers like her more frequently in future
- Best Training ever. Very resourceful, I will definitely apply today's learning.
- I love such training program which enhances to build my further career understanding. Ms. Nina Tamang indeed is a good facilitator and would like to thank NBI for providing such trainings.
- I am really pleased to be a part of this training session. I recommend such training for all bank staff.
- Thank you for the training as it was good learning experience and useful for future reference.

NATIONAL BANKING INSTITUTE LTD.

Central Plaza, 6<sup>th</sup> Floor, Narayanchour, Naxal, Kathmandu, Nepal.  
T : 977-1-4415903/905, 4436001 • F: 977-1-4441351  
info@nbi.com.np • www.nbi.com.np

## Course Outlines

Program Takeaways	<ul style="list-style-type: none"><li>• Learn to effectively handle difficult customer and respond appropriately and assist in quickly finding a workable solution to <b>customer's problem</b></li><li>• Deliver better, faster service and increase customer satisfaction</li><li>• Learn the importance of customer retention and revenue growth</li><li>• Communicate more effectively by utilizing active listening and questioning skills</li><li>• Understanding of the best and the worst customer services</li><li>• <b>Self-assessment of one's attitude and pro-activeness</b> while delivering service.</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>• Currently working as Strategic Service Consultant and a full time trainer in a leading commercial bank</li><li>• Imparting training to both Bankers and Government employees since 2008</li><li>• 21years experience in Banking Sector- 11years in Grindlays Bank/Standard Chartered Bank 10 years in Bank of Asia and NIC ASIA Bank</li><li>• Former Executive Manager of leading Commercial Banks</li><li>• Former Head of Liability and Transaction Banking</li><li>• Former Head of Service Excellence Department</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 8:30am to 10:00am	<ul style="list-style-type: none"><li>• Ice Breaker</li><li>• Understanding the basics of Customer</li><li>• Customer Service</li></ul>
10:00am to 10:15am	Tea/ Coffee
Session II 10:15am to 11:45am	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>
11:45 am to 12:30 pm	Lunch Break
Session III 12:30pm to 2:00pm	Customer Dealing <ul style="list-style-type: none"><li>• Telephone Etiquette</li><li>• Effective dealing</li><li>• Dealing with Difficult Customers</li></ul>
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"><li>• Benefir of providing good Customer Service</li><li>• Group Exercise</li></ul>

**Facilitator:** Ms. Nina Tamang  
**Venue:** Hotel Kalptaru, Nepalgunj  
**Date:** 15th September 2018  
**Target Group:** CSD, Operation Department  
**Time:** 8:30 AM to 3:45 PM



# Customer Relationship Management