

# Customer Services Excellence

## Providing service beyond expectations

through what you say and how you say it

One Day Workshop in Karachi & Islamabad



### Program Overview:-

An Intensive Hands-on Program To Providing Exceptional Customer Service. Customer Service that is efficient, courteous and friendly. In today's rapidly changing business customers expectations from their business partner has changed, and requires that your employees are ready to provide service to global customers. This INTENSIVE course is structured to be very practical and applicable to the service industry, the financial industry and any business wishing to provide customer service that excels.

### Workshop Objectives :

At this program's conclusion, participants should be able to:

- Describe **exceptional** customer service.
- Identify the benefits of **great** customer service.
- Recognize **barriers** to the delivery of **outstanding** customer service.
- Recognize and adapt to specific customer **behavior styles**.
- Demonstrate how to measure **customer satisfaction** levels and take corrective action if needed.
- Learn techniques for dealing with **angry or upset customers**.
- Develop a **personal action plan** to improve customer service skills

### Program Facilitator:- Zarikhan Mustikhan

Mr. Khan conducts a range of corporate based communication and soft skills programs. He has a diverse exposure of working locally and overseas- UAE and USA. Zarikhan was formerly a banker, lecturer and a team leader in private organizations. He has been in the corporate sector, managing human resource and in training for leading banks and organizations. In Pakistan he has worked for **Faysal Bank Limited, Askari Bank Limited** and **Habib Bank Limited**. Most of his professional experience was gained overseas in leading financial institutions in UAE - the **Middle-East Bank Limited**, Dubai and the **National Bank of Abu Dhabi, Abu Dhabi**.



He is extremely creative, dynamic, inspiring and versatile trainer who has fantastic rapport with his audience. He has trained professionals from different organizations and banks.

With over a decade of training and presenting experience, he is passionate about inspiring lives and transforming people. Because of the dedication to training, he is well-known in training circles. His training sessions are highly-charged, energetic and power-packed. Among his most popular courses in the areas of professional development are: Sales Training, English for Work, Business Communication & Writing, Leadership Development Programs, Peak Performance for Leaders, Superior Customer Service, Team Building, Unleashing the Leadership Within & Life Directions.

### Course Outline:-

- What is good **customer service**?
- How can it go from **good to great**?
- What are the pitfalls that many people fall into when trying to **deliver customer service**?
- Does **attitude count**?
- What techniques can be used to **reduce customer service stress**?

Find out the answers to these and other important customer service questions during this information-packed training session. Participants will learn what **exceptional** service is, how to **project** a customer-friendly image, how to handle **demanding customers**, and more.

### Who Should Attend:-

All employees who provide customer service either in person or over the Phone. Managers who need a refresher to further strengthen their Communication skills with customers and be role models.

### Program Investment

**Fee : Rs. 6,800 (per participant)**

(fee including certificates, course materials, lunch, tea and professional networking)

**10% Special Discount on 3+ Participants**

**Dates: 27th October 2011, Regent Plaza, Karachi & 24th November 2011, Holiday inn Islamabad**

**Registration deadline :**

25th October, 2011 Karachi

22nd November, 2011 Islamabad

### Registration:

M. Nasir Khan Khattak

**ACE Consultants**

Suite 406, 4<sup>th</sup> Floor, Park Avenue, Main Shahrah-e-Faisal Karachi Tel: 4388925 & 4544809, Fax: 4388926

**E-mail: Nasir.khattak@consultace.com; training@consultace.com**

Website:- www.consultace.com