



INDIAN CHAMBER OF COMMERCE

DIL SE

SERVICE WITH YOUR SOUL

**Get Introduced To the Latest &
International Practices of Customer Service**

ON FRIDAY, 5TH FEBRUARY, 2010, 10 AM
Venue: Indian Chamber Of Commerce Premises, Kolkata

Excellent products were enough to attract customers in booming economy, now it's not enough. The customers have become more demanding and their expectations are rising. Yet the present service levels are not enough to retain them.

They expect excellent service standards wherever they go, and their expectations keep on rising.

So it is necessary to have sharp customer service skills and build confidence in your ability to turn an angry, unsatisfied complainer into a satisfied – and loyal – customer and help solve customer problems and build goodwill.

Gain a better understanding of **INTERNATIONAL CUSTOMER SERVICE CONCEPTS** used by all industries over the globe **IN THE DOMAIN OF CUSTOMER INTERFACE** by:

INTERNATIONAL MOTIVATIONAL FACILITATOR AND TRAINER

NEERAJ AGRAWAL

- **Mr. Agrawal has done this program in Helsinki, Sweden, Dubai and as well as SAARC countries.**
- He is the Head of HR for the Indian Software Centre for Tietoenator

- General Manager – Talent Transformation for Reliance Retail
- Performance Enhancement Coach with Reliance Infocomm
- Certified Trainer of NLP from NFNLP (USA). Done all the 3 levels of Basic Practitioner, Master Practitioner and Train The Trainer for NLP
- He is certified in Conducting Assessment Centres by SSL
- Certified in "Personal Counseling" from St. Xavier's (Father Fuster)
- Certified in "Public Speaking" from NMIMS (Prمود Palekar)
- An Image and Personality consultant with " Yash Birlas Finishing School "
- He is presently writing a Book "The Anatomy of Success" and one on Learning and Development

WHAT PARTICIPANTS WILL GAIN?

They will learn the most effective strategies for the following:

- Staying calm and confident when pressure is on.
- Dealing with angry or upset internal and external customers.
- Focusing on fixing the problem – not placing the blame.
- Making empathic responses to customer concerns.

PROGRAMME CONTENT

- Customer Service Standards and Goals
- Secrets of superior service
- The service mindset
- The art of handling angry customer
- Disarming complainers. Helping them feel good about themselves and you
- Empathy or sympathy? Convincing the customer that you are ready, willing, and able to help them
- Making the customer your “partner” in finding a satisfying solution
- Understanding Customer Needs
- Searching for the facts; probing without offending
- Identifying personality types and anticipating their reactions
- Looking at the problem from the customer’s angle
- Handling Difficult Customers- tough, irate and emotional customers
- Strategies that position you as a helper – not an adversary

REGISTER FOR THIS HIGHLY ENERGY PACKED EXPERIENTIAL WORKSHOP. LEARN THE SECRETS OF HANDLING AND SERVICING CUSTOMERS WITH YOUR SOUL – *DIL SE*.

Please send the enclosed registration form to D Sengupta, Deputy Director, by email at exim@indianchamber.net or arbitration@indianchamber.net or fax to 033-22313380 / 3377. Registration fee is as follows:

Category	Fee (per participant)	Total fee payable (including Service tax @ 10.3%)
ICC Members	Rs. 3,500/-	Rs. 3,860/-
Non-members	Rs. 4,000/-	Rs. 4,412/-

The fee covers documentation bag, lunch, tea etc. The fee is non-refundable. However, change in nomination is possible.

Cheque/DD should be drawn in favour of “Indian Chamber of Commerce”.

LIMITED SEATS, REGISTER EARLY.....

Looking forward to your response at an early date,

Thanking you,

Rajeev Singh

Director General