



FNCCI

FEDERATION OF NEPALESE CHAMBERS OF COMMERCE AND INDUSTRY

MANAGEMENT DEVELOPMENT PROGRAM (2005 - 2007)

The FNCCI / Human Resource Development Centre (HRDC) is organizing a Workshop on **Becoming a Customer Service Star**

Everyone has a favorite customer service story, but few people can identify the specific behaviors that will result in outstanding service. Executives, managers and employees all have different, pre-conceived ideas of what constitutes great customer service. And since each person, with his or her personal values and ideas, impacts the customer, the need to change behaviors associated with customer service must begin with the individual.

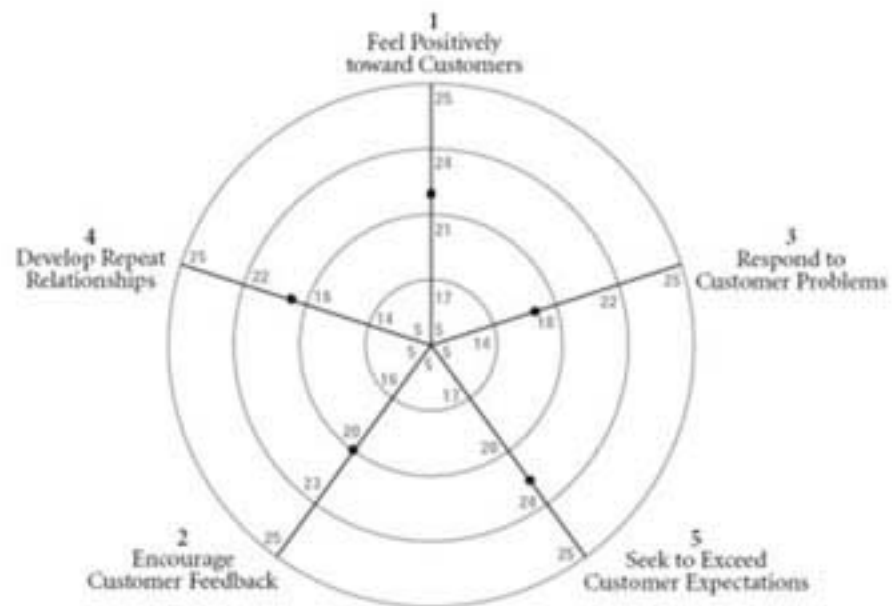
With *Becoming a Customer Service Star*, employees and managers evaluate their behavior in 5 critical service areas, examine their attitudes about service, and learn ways to boost their customer service performance.

LEARNING OUTCOME

- Create a profile of individual customer service strengths and weaknesses
- Recognize the opportunities to improve customer service and retention
- Identify an individual action plan to enhance attitude, encourage customer feedback, improve problem response time and develop and sustain a positive relationship with customers

PRINCIPLE

Five categories of excellent customer service have been identified based on current theories of customer service, as well as experience in consulting with customer service personnel.



HOW IT WORKS

Becoming a Customer Service Star can be used for individual analysis, as a measure for personal development, a picture for building a service team, or as an opportunity to identify changes needed in policies or operating procedures. The assessment is effective when used alone or as a part of a larger training program.

PARTICIPANT GUIDE INCLUDES

- 25-item assessment
- Pressure-sensitive response form
- Diagram for plotting scores
- Explanation of the 5 Points of Customer Service
- Discussion questions
- Action planning

RESOURCE PERSON

Mr. Sanjay B. Shah, BE in Electronics and Telecommunications (from India) and a MBA in HRM (from USA) is a multi skilled and multi faceted personality.

He has experience in designing and providing impact full and need based training to many organizations in Nepal and Abroad. He has experience in working with enterprises ranging from micro to large multinational organizations – covering both private and development sectors. Mr. Shah is also involved in policy making boards of various organizations.

He is currently the Co-Chairman of the FNCCI HRDC, Vice President of the Nepal Scandinavia Chamber of Commerce and Industry and is also a Director of the Board of Bank of Kathmandu Ltd.

PRODUCT INFO

Objective:

To profile customer service strengths and weaknesses

Audience:

Customer service staff and management at all levels

Date:

28th February 2006 from 12:30 am to 5 pm (Registration time 12:30 am - 1:00 pm only)

Format:

Assessment

Fee:

NRS. 3000 per participants

NOMINATION PROCESS

1. Filled in nomination form should reach the Secretariat before the commencement of the program.
2. Confirmation will be given on a first come, first served basis.
3. The fee is payable either by cash / cheque favouring 'FNCCI'. Cancellations received after confirmation will entail a cancellation charge of 50% of the nomination fee.

FOR FURTHER DETAILS KINDLY CONTACT

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