



### **E-Learning Course Title: Introduction to Customer Service**

Registration Fee (including GST):- 1800/-

**About eLearning Program:** - This course provides an introduction to providing customer service for positive outcomes. It is divided into 5 modules, each of which take the user through various aspects of understanding customer behavior and the various facets of achieving customer satisfaction through high levels of service.

**E-Learning Course Coverage:** - This course is covered in 5 modules. Each of the modules covers the following:

- Module 1: Understanding Customer Service: Attributes, Why it is required, handling complaints.
- Module 2: Understanding Different Types of Customers: Categories of customers, types, achieving their happiness.
- Module 3: Sales Competencies and Types of Selling: What is selling, competencies required, types of selling.
- Module 4: Customer Profiling: What is customer profiling, identifying needs', funnelling.
- Module 5: Communication in Customer Service: Components, rapport building, 3V's of communications etc.

Thanks & Regards

NPC Team

Course conducted by Group/ Regional Directorate Name:- Sh. Nikhil Panchbhai, Director  
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