



E-Learning Course Title: Introduction to Customer Service

Registration Fee (including GST):- 1800/-

Kindly Register before 31 January, 2021

Commencement Date/Week: 1st Week of February 2021 (User Login details to access the course will be communicated to the registered user in the 1st week of February, 2021)

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 cover 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 DirectorateName:- Sh. Nikhil Panchbhai, Director (IT) 011-24607321

Course Coordinator Contact Details: 011-24607319