



Selling Skills & Handling Customer Complaints



MHD TRAINING INSTITUTE LLC

Day 1

Selling Skills

Experience indicates a need of selling skills among business people. It is becoming increasingly important for businesses to be pro-active to changes in the marketing environment.

This short course aims to equip business people with the selling skills required to take on the challenges in a fast-moving world.

You will learn:

- Program Overview
- Ice-Breaking : Introduction & Paradigms Of Sales Excellence
- Understanding Buyer Behavior And Motivations
- Sales Framework & Models
- Key To Effective Selling : Communication & Interpersonal Skills
- Handling Objections & Closing The Deal

Day 2

Handling Customer Complaints

Providing excellent customer service is the very minimum your customers expect - are you providing it? Winning a valued customer is never easy - that's why you need to hang onto them.

Customers rarely tell you when you have performed well. They just expect that you will do what you said you would do, when you said that you would do it. When it goes wrong, some will let you know about it. Most, however, will simply vote with their feet and go to a competitor. The only time you realize you have failed to meet their expectations is when you review your sales numbers. "Handling Customer Complaints" Programme is a one day programme that will analyze how the world's top companies deliver exceptional customer care. You will learn how a customer will assess the value being provided by your company, and what you can do to harness this knowledge.



You will learn:

- What is Customer Service?
- Use of Language
- Your customer Service Attitude
- How to Handle Complaints
- The Customer - Business Relationship
- How to achieve Customer Satisfaction
- Customer Service Teamwork

Who should attend?

- Customer service representatives
- Helpdesk operators
- Anyone involved with dealing With customers at the front line

Know your faculty

H P Zachariah

M.SC, LOGISTICS - University of Wollongong, BUSINESS MANAGEMENT - IIM Calcutta, MBA, MARKETING - NIBM-Chennai, MA PPM - DIPLOMA IN HOSPITALITY MANAGEMENT - MCA - TECHNICAL SKILLS - Office Automation & Internet Applications

Articulate speaker with excellent subject knowledge, invited as speaker at various national and international seminars. Excellent mentor and coach with ability to motivate staff to maximum productivity. Management Consultant and Guest lecturer in various MBA Programmes



Competencies:

High caliber in creating, developing & executing innovative business development plans & strategies, together with designing, consolidating & improving organizational processes along with the strong sense of Domestic Sourcing.; target and achievement oriented with an ability to take up challenges and perform in changing work environs.

About us:

The MHD Training Center has been designed primarily to serve as an educational institution that assists, fosters, cultivates and contributes to the development of our mother Organization MHD LLC. The Training Centre provides a comprehensive range of courses that cater for all the requirements of the various divisions of MHD LLC. These requirements have been assessed as meeting the quality and standards of the organization to ensure scientific methods of work are in place to meet all operational requirements.

The Institute has sufficient spare capacity in terms of space and resources to facilitate any additional demands that may be placed on it. Subject to sufficient numbers, courses can be tailor-made to meet individual training needs

Contact us for registration

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