

WHO WILL BE TAKING CARE OF YOUR CUSTOMERS?
YOU OR YOUR COMPETITORS?

*If we don't take care of our customers,
someone else will.*



PRESENTS

“ 6 Hours Intensive & Interactive Workshop
Designed for Customer Service
Professionals in Pakistan ”

March 17, 2011
1pm - 7pm
PEARL CONTINENTAL
HOTEL, LAHORE
BOARD ROOM F



**CUSTOMER
SERVICE
EXCELLENCE**

Course Outline

- Doing business in 21st century
- Shifting & Ever changing Customer Expectations
- Proactive Customer Service
- Teamwork Approach to Problem Solving
- Converting Customer Base into a Raving Fan Club

Trainer

Furqan Mehmood, an International Business Consultant and Professional Corporate Trainer will share his insights on trends and changes associated with customer oriented and driven businesses. Furqan holds an MBA from University of Phoenix, AZ USA. During his 10 Years career, he has received more than one hundred Sales Achievement Awards Internationally. Above all, Furqan is a recipient of "Rookie of the Year", "Team Leader of the Year", and "Platinum sales Awards" in USA. He has conducted number of workshops on "Customer Service" at International Level.



OBJECTIVE

Your company's promotional campaigns work like a charm and the flow of customers have been phenomenal. So why are company's profits lagging? You will learn how to retain existing customers and keep bringing the best of them back again and again. You will also learn how to work as a team within your organization to proactively solve customer service related issues and win over your customers by continually exceeding their expectations.



Who should attend?

- Entrepreneurs, Owners
- Business Executives, Corporate Executives
- VPs of Marketing & Sales
- Corporate Sales Managers
- Customer Retention & Loyalty Managers
- Project Teams, Team Leaders
- Customer Service Representatives
- Tele Sales Representatives
- Front-line or Support Staff
- Managers, Senior Managers
- Middle Management
- Help Desk
- Support Staff
- Technical Support
- All levels of Executives especially from Sales, Marketing, Key Accounts, Management, Client Servicing & Customer Service



INVESTMENT

- For 1 Nomination - **Rs. 6,000/-**
For 2 or more - **Rs. 5,500/-** each
If 4 Nominations from the same organization,
5th Nomination will be free of cost
- ✓ 10 % Discount on Registrations before March 5, 2011
- ✓ 15% Discount, if attended any of the previously held workshops by R-ACT

Includes course material, refreshments and business networking

To customize
this programe
for in-house
please call

Mr. Shaur ul Asar
+92322-4507443

Registration Procedure

- **E-mail or Fax your nomination(s) to:**
E-mail register@r-act.net
Tel 0322-4191397
042-35210038
or logon to our website www.r-act.net
- **Send us your:**
Name | Designation | Organization
Mailing Address | Phone, Fax and E-Mail
- Send your cheque in favor of
"Radius Global" to Shaur ul Asar
Radius Global
1st floor Grace shopping mall E2 commercial,
wapda town, Lahore
Cell: 0322-4507443
- **Registration Note:**
Participation will be confirmed subject to receipt of payment.

Last date for registraion → March 15, 2011

**Certificates will be awarded to all the participants
at the end of the workshop**

Note : R-ACT reserves the right to change date, time
and venue of workshop

For further details visit www.r-act.net