



GANNETCITY CONSULTING LIMITED
TRAINING PROGRAM TIME TABLE AND COURSE OUTLINES
VENUE: LAGOS, NIGERIA

CUSTOMER SERVICE TRAINING (CST 101) N10,000 per participant 16 th & 17 th Dec. 2009,	FREE LEADERSHIP and SUCCESS MOTIVATION SEMINAR 21 st Dec.2009
CUSTOMER SERVICE EXCELLENCE Building blocks for service excellence Qualities that makes customer feel special Being an ambassador of your Organization Attitudes Positive work ethics. EFFECTIVE COMMUNICATION Active listening skills Giving clear instruction Speech patterns that put customers at ease How to quickly tune in to your customers Building trust and rapport PERSONAL COMPETENCE Being efficient at your job Managing Customers expectation BODY LANGUAGE The power of smile Basic courtesy Enhancing personal impact Being assertive and professional PROBLEM SOLVING Why customers complain Effective ways to respond to customers complaints Ways to calm customers and regain good will Dealing with challenging situation controlling yourself in the times of conflict Defusing anger Avoiding stress WORKING AS A TEAM Becoming an effective team player Taking collective responsibilities Developing supportive working atmosphere CALL CENTRE MANAGEMENT Basic call handling techniques Telephones etiquettes Body language in the tone of voice	Career Development How to develop positive mindset for service excellence How to win your employer's attention and affection without eye service How to discover and develop your creative potentials required to perform your duties How to generate legitimate additional income while on your current job Personality Development Effective Leadership Qualities And Skills How To Develop Communication Skills How To Improve Non-Verbal Gestures (body language) How to change your attitude How To Get your employer and colleagues To Like You How To discover Your Talents Memory Improvement Tips How To Handle Difficult People How To Get Rid Of Performance Anxiety How To Stay Mentally Sharp How To Be Confident How To Be A Good Speaker Public Speaking Exercises How To Accept Yourself <u>Please note</u> Training is free Training Manual and Certificate of attendance cost N3000

Time	16th	17th	18th	19th	21st	22nd
9.00 am – 1.00 p.m	Customer Service and Call Center	Customer Service and Call Center	Data Processing (MSOffice)	Data Processing (MSOffice)	Web Design	Web Design
2.00 pm – 6.00 pm	VSAT Installation	VSAT Installation	LAN & Wireless Networking	LAN & Wireless Networking	Free leadership and Success Motivation Seminar	Luncheon Party and Award of Certificates

Facilitators: Wole Akeredolu – Gannetcity Consulting, Lagos Tomi Oki – Maria's House, Lagos Adesola Akeredolu – Debsoltech Institutes, Lagos Remilekun Adamu – Abuja	Venues: • 9 th Floor Bookshop House, 50/52 Broad Street, Lagos • GIWA Project DHQ, 2 Kingsway Rd, Ikoyi Dates: 16 th – 22 nd Dec. 2009
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For more information call 08060574589, email info@gannetcity.net or visit www.gannetcity.net