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1. Introduction

1.1 Understanding of Job Role & Responsibility, Industry & Organization, Product & Services

2. Customer Relationship

2.1 Customer Relationship Developing

2.2 Help Customer Choose Right Product

2.3 Understanding Customer Need, Expectation, Complaints, Solution- Feedback Etc

3. Communication Skill

3.1 Telephone Etiquettes, (Call Handling, Greeting, Ending Calls)

3.2 Effective Communication With Customers, Team-Mates And Superiors.

4. Technical Knowledge

4.1 Basic Knowledge Of Computer System, Internet (Email), Ms Word , Excel Etc.

4.2 Other Office Gadgets / Systems, CRM Software Extension Line, Printers, First Aid Box, Fire Extinguisher

5. Pre Calling Preparation

5.1 Understanding Telephone System

5.2 Checking the Availability Of Product / Service

5.3 Latest Schemes / Offers

5.4 Preparing Call Register / Making Calls

6. Closing The Call

6.1 Confirmation From The Party,

6.2 Arranging Personal Meeting / Visit With Executives

6.3 Filling The Order Form, Booking,

6.4 Asking For Payment / Token Amount,

6.5 Extra Facility For Client - On Approval Basis

6.6 Hypothetical Benefits Of Closing The Deal Right now

7. Post Calling Process

7.1 Follow-Ups (Yes / No - Call Later),

7.2 Feed Back (Sales / Service, Expectations) Complaint / Solution

7.3 Record Keeping & Reporting to Relevant Departments



8. Personality Grooming

8.1 Dressing Sense, Courtesy, Cleanliness, Safety Etc.

9. Team Work

9.1 To Work Effectively With Co Operation In Your Team

10. Conclusion

10.1 Evaluation, Certification & Conclusion