

Online Seminar

THU, 15TH JULY '21

9:30 AM TO 13:00 PM (IST)

CUSTOMER ORIENTATION

“Learn the OMOTENASHI” Mind-set

Customer Service to
Customer Delight Training



Pragati Oberoi

Training Instructor, Corporate Advisor
Pasona India Pvt. Ltd.

Who should JOIN?

People who...

- ☑ Are in Sales (often interact with clients and vendors)
- ☑ Want to learn Japanese customer service skills
- ☑ Want to communicate effectively with different stakeholders.
- ☑ Are not good at identifying others' needs

Training Schedule

9:30am	Ice-breaking and Program Introduction
	Understanding Customer and Customer Mindset The “Omotenashi” Mind
10:00am	Key Elements of Good Customer Service
	Customer Focussed Communication
11:00am	Break
11:10am	Managing Timelines & Commitments
	Work & Service Quality
	Positive Attitude
13:00pm	Q&A, Wrap-up Post-training Questionnaire

Enhance
Customer Sensitivity
through
Videos, Case studies, Quiz &
Stories!



About Speaker



Pragati Oberoi
Training Instructor,
Corporate Advisor
Pasona India Pvt. Ltd.

Masters in Japanese Language from Jawahar Lal Nehru University (JNU), from the School of Languages. Diploma in Training & Development from Indian Society of Training & Development (ISTD) India. Certified Coach in Brain Based Coaching from NLI. Certified HR Coaching Professional (CHCP) from NHRD. Has 27+ years of experience of working in Japanese service & manufacturing industry in the area of training, content development and setting up the overall training & development framework.

Has experience of conducting training sessions for Japanese and Indian members in areas like communication, attitude, time management, customer service, team building, Gemba management, new management member training and Japanese and Hindi language training.

Training Fees & Registration Link

Fee: Rs 9,000 per person (Tax excluded)

Batch Size: 6~12 people

Registration Link:

[Click Here](#)

