

July Training Programs 2009

Customer Services Skills

Dates: 22-23 July '09

Duration: 02 days

Fee: PKR 11, 000

Venue: Lahore

Customer Services Skills (02 Days)

This two-day programme is to build on the concepts of customer care, to show exactly how to maintain customer loyalty. The programme also features the often forgotten customer - the internal customer - and the corresponding relationships. The programme is designed to provoke and stimulate fresh thinking, plus provide practical ideas that can be applied immediately in the workplace.

Learning Objective

The workshop will enable the participants to profiling their customers, and developing tools and techniques for best customer care practices.



Business Writing Skills

Date: 28-29 July '09

Duration: 02 day

Fee: PKR 11,000

Venue: Lahore

Business Writing Skills (02 Day)

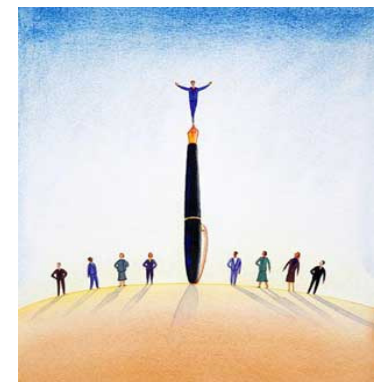
This 2-days workshop aims to provide participants with writing skills necessary to effectively communicate through letters, memos, emails and short reports.

It is a 'hands on' foundation course for professionals willing to improve their writing skills. Training method is activity-based, with participants working on and learning through real, and related to their writing requirements.

Learning Objectives

On successful completion of this course, participants will be able to:

- Know their level and understand how to improve it
- Understand their audiences
- Describe the writing process
- Outline the content of a write up or message
- Apply the essential writing skills to their work



For Registration please contact:

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Apart from open house trainings, we also conduct in house Trainings. If you have any queries regarding the open & In-house Trainings, please feel free to contact us for the proposal. You can download the annual calendars for Islamabad & Lahore from our below mentioned website.

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