

Certificate Course on Customer Relations Management



Objective

On completion of course, the participants would have been up skilled on handling matters related to Customer Relations Management and would be competent to handle situations arising due to Complaints by the Customers and apply necessary corrective /Preventive measures. Effective customer complaint handling is one of the most important aspects of providing excellent customer service. At the end of this course, trainees will be able to view customer complaints as opportunities, identify problems that prompt complaints and handle complaints effectively.

To ensure continual up gradation and improvement in Customer Relations, thus creating a healthy work culture / environment, thereby enhancing Business Continuity prospects.

Course content

Line management at all levels must ensure that Security and Safety policies are in consonance with the agreed strategies of the employer and are robust enough to meet the security challenges, under the environs and law of the land . Customer complaints alert organizations, to improve products, services, procedures, and attitudes toward customers. Customers complaints successfully often creates loyal and committed customers. In doing so , ensure that a healthy and proactive Customer Relations are maintained thus creating a cordial work culture / environment. Keeping the above factors in mind the course

has been designed to provide an insight into various aspects of Customer Relations Management, important aspects of major Compliance. Handling of Complaints, various techniques required to handle written, telephone and face-to-face complaints, of Investigation Report Writing & FIR, handling Govt & Police Officials and how to improve one's Communication Skills.

Who all should attend?

The course has been designed especially for HR Managers, Marketing Officials, Admin Managers, Security Officers, Assistant Managers, Field Officers, and Regional Officers responsible for Customer Relations & security aspects and security service providers.

The professional certification from IISSM adds to the career prospects of HR Managers , Admin Managers, Security Officers, Assistant Managers, Field Officers & Regional Officers etc., It also enhances acceptability and professional respect in the growing competitive market.

Course Director:

Lt Col (R) **Alok Akhauri** CSP, CDM &BCP, CFSM was commissioned in the Army Ordnance Corps and has held various appointments including an Instructional one at a Training Centre during his 25 years of chequered career as also honoured with an Award of Commendation Card in 2006.

Col Akhauri is qualified in Fire

prevention & Fire fighting course from the DIFR Delhi and undergone eight week's course on Industrial Security & Safety Mgt conducted by the DGR. Having qualified in the Senior Logistic Management course and Advance Materials Management course from the C M M, Jabalpur Col Akhauri also possesses PG Diploma in Computer Applications from ET&T New Delhi and the Basic E D P Certified Course from CMM Jabalpur. Besides attending various Seminars and Capsules on Personnel/ Materials Mgt Col Akhauri is a graduate from Patna College, Patna University. Presently employed as the Director (Courses) and performing as Faculty at the International Institute of Security & Safety Management (IISSM), New Delhi.

Course Fee

Registration Fee is Rs 7,500/- (Rupees Seven Thousand Five Hundred Only) plus 15% service tax is applicable. Contact Lt Gen (Retd) Prem Sagar on 9899078687 / **Ms Jasmine Kaur on 9650397152 for registration.**

Discount Options

| | |
|------------------------------|-------|
| For registered IISSM Members | |
| Patron | : 30% |
| Corporate | : 25% |
| Senior Active | : 20% |
| Associate | : 20% |
| Affiliate | : 15% |

Non IISSM members group (3 & above)
: 15%

Only one option of discount is applicable



International Institute of Security and Safety Management

E1 East of Kailash, Near Lady Shri Ram College, New Delhi - 110065

www.iissm.com/ helpdesk@iissm.com