



## Program on **Re-energizing Service Teams** (After Sales Service)

**Friday, August 11, 2017 - 9.30 a.m. to 1.00 p.m. (Followed by Lunch)**

**Venue :** AMA Complex, ATIRA Campus, Dr. Vikram Sarabhai Marg, Ahmedabad 380 015

**Objectives:**

- Service team members provide better grade service than current level
- They are able to create better image for the organization and help take the business to next level of excellence
- Help them become more consultative, communicative and assertive in escalating the issues to bring up a solution to the customer's problem.

**Contents :**

- Exercise 1 : Current state of customer service, issues and possibilities, identify blocks to better service
- Exercise 2 : Our perception of self, customer, company, colleagues, work, service, business and profits  
Case: How "After Sales Service" helps generation of income, sales and profits? How it helps in the long term?
- Exercise 3 : The art of dealing with different and difficult people – Aspects of better communication – Within the company and with the client
- Exercise 4 : The art of getting things done by others  
Aspects of Personality development for better customer service

**Program Facilitator:** **Mr. Suresh Pandit** has helped many organizations in different sectors of economy in improving After Sales Service

**Fee :** Rs.800/- per participant Inclusive of Service Tax. Fee includes course fee, cost of material and Lunch. The Cheque may please be drawn in the name of 'Ahmedabad Management Association'.

**Program on Re-energizing Service Teams**

**August 11, 2017**

**Registration Form:**

Please fill-in and return this form along with participation fee to :

**Ahmedabad Management Association**, Dr. Vikram Sarabhai Marg, ATIRA Campus, Ahmedabad 380 015.

Phone: 079-26308602-5 • Mobile: 9537407187, 7069940917 • Fax: 079-26305692 • E-mail: ama@amaindia.org

Website: www.amaindia.org • Android Mobile App: AMA-Ahmedabad amalIndia.org".

Name(s)	Designation
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2.	
Organisation:	
Address:	
	Pin Code:
Phone:	Mobile:
E-mail: <input style="width: 15px; height: 15px; border: 1px solid black;" type="text"/> <input style="width: 15px; height: 15px; border: 1px solid black;" type="text"/> <input style="width: 15px; height: 15px; border: 1px solid black;" type="text"/> <input style="width: 15px; height: 15px; border: 1px solid black;" type="text"/> <input style="width: 15px; height: 15px; border: 1px solid black;" type="text"/> <input style="width: 15px; height: 15px; border: 1px solid black;" type="text"/> <input style="width: 15px; height: 15px; border: 1px solid black;" type="text"/> <input style="width: 15px; height: 15px; border: 1px solid black;" type="text"/> <input style="width: 15px; height: 15px; border: 1px solid black;" type="text"/> <input style="width: 15px; height: 15px; border: 1px solid black;" type="text"/> <input style="width: 15px; height: 15px; border: 1px solid black;" type="text"/> <input style="width: 15px; height: 15px; border: 1px solid black;" type="text"/> <input style="width: 15px; height: 15px; border: 1px solid black;" type="text"/> <input style="width: 15px; height: 15px; border: 1px solid black;" type="text"/> <input style="width: 15px; height: 15px; border: 1px solid black;" type="text"/> <input style="width: 15px; height: 15px; border: 1px solid black;" type="text"/> <input style="width: 15px; height: 15px; border: 1px solid black;" type="text"/> <input style="width: 15px; height: 15px; border: 1px solid black;" type="text"/> <input style="width: 15px; height: 15px; border: 1px solid black;" type="text"/> <input style="width: 15px; height: 15px; border: 1px solid black;" type="text"/> <input style="width: 15px; height: 15px; border: 1px solid black;" type="text"/>	