CELEBRATING 60 AMAZING YEARS

AHMEDABAD MANAGEMENT ASSOCIATION®

Program for

Front Office and Counter Staff

(In Hotels, Hospitals, Service Stations, Show Rooms, Sales Counters, Cash Counters, Booking Windows)

Saturday, July 8, 2017 - 9.30 a.m. to 1.00 p.m.

Venue: Torrent -AMA Management Centre, Core-AMA Management House, Dr. Vikram Sarabhai Marg, AMA Complex, ATIRA Campus, Ahmedabad 380 015

- Are you aware of the volume of additional business and profits you can make if your front office and counter staff created a positive impression on the existing and potential customers due to their customer friendly behavior and communication skills?
- Your staff is sincere and well intentioned. But, are they aware of the exact behavioral components that Makes people comfortable and welcome; Impresses others and results in higher business; Create unnecessary doubts about the competence of the staff and company; Creates unnecessary doubts about the honesty, integrity and values of the organization?
- Our typical behavior in public, (for that matter, even in private) being what it is, in India, does your staff get an opportunity to experience, learn, experiment with and practice world-class behavior?

This program is designed to address the above issues and enable your staff to give their best to their organization and the world.

CONTENT:

- **Caring for Self:** Personal Health, Impression and Hygiene HQ; Emotional control and ability to influence others EQ; Systematic and Creative thinking, problem solving and Decision Making IQ; Ensuring Unity and Harmony SQ
- **Caring for Colleagues:** Cooperation; Coordination; Collaboration; Co-Creation - Teamwork
- **Caring for the Organization:**Knowing and utilizing Operational Network; Knowing, achieving and surpassing performance standards; Knowing and fully adopting organizational values and principals
- **Caring for the Customer:** What customer means to me?; Creating positive impression; Assessment of needs; Helping customer make up his/her mind; Meeting and surpassing the expectations of the customer
- **Caring for All:** Good Housekeeping Practices; Handling difficult Situations; Taking Care of Cash, Materials, Information and Property; Continuous Improvement; Self Reliance; Self Management; Time Management; Appreciative Inquiry

LEARNING FACILITATOR: Mr. Suresh Pandit a practicing productivity and management consultant, trainer and coach for more than 40 years. He has helped numerous organizations and individuals to improve their effectiveness by systematic planning.

CONCESSIONAL FEE: Rs.700/- per participant Inclusive of Service Tax. Fee includes course fee, cost of material. The Cheque may please be drawn in the name of 'Ahmedabad Management Association'.

Program for Front Office and Counter Staff **July 8, 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: 079-26308601-5 • Mobile: 9537407187, 7069940917 • Fax: 079-26305692 • E-mail: ama@amaindia.org

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

Name(s) Designation

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Organisation:

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