



Pakistan Society for
Training & Development

Legendary Service

Every day, with every customer interaction, you have an opportunity to either build loyalty or lose a customer. While most companies recognize the importance of customer service to their success, it's still so remarkable when we receive truly great service. Our Legendary Service® customer service training program teaches your managers and front-line service providers how to consistently deliver ideal service that will keep your internal AND external customers coming back and create a competitive edge for your organization.

**21st
MARCH
2019**



9:00am - 5:00pm



**PKR 45,000 + GST
(Fee per participant)**



PSTD, Karachi

Training Methodology

THE LEGENDARY SERVICE MODEL



A framework for how to deliver ideal service

Learning Objectives

Legendary Service training program teaches your people how to consistently deliver exceptional service that will keep your customers coming back and creates a competitive edge for your organization. After attending the session, people will be able to:

- Define their personal service vision
- Identify customers' needs and wants
- Learn and practice skills for building customer satisfaction and loyalty
- Develop strategies to empower themselves and create an action plan

Learning Outcomes

With the Legendary Service program, your organization gets:

- Alignment on a service-focused vision, values and behaviors
- Segmentation of customers based on needs and wants
- Empowered employees who build great customer relationships
- Increased customer loyalty which drives increased revenue

Who Should Attend

- Executives and senior-level managers
- Mid-level or new managers or supervisors
- Customer service employees and their managers
- All employees who have internal customers

FOR REGISTRATION DETAILS PLEASE CONTACT

Plot # TC-3, 34th Street, Off Khayaban-e-Sehar,
Phase V Extension DHA, Karachi.

Shamim Bano: 0301-6729127

Umme Salma: 0320-2201072

Landline: +92-21 35854462, 35855985

Fax: +92-21 35844902

Email: register@pstd.com.pk

Bring this Program In-House

This workshop can be customized to suit specific needs of your organization which may lead to significant savings and avoid difficulties. Please contact

Hasnain Abbas

Landline: +92-21 35857484

Email: hasnain.abbas@pstd.com.pk

Trainer's profile:

Syed Shaweez Ahmed

Shaweez is a Business Practitioner, Management Consultant and an Educationist. He is a Computer Engineer, MBA, Project Management Professional, Six Sigma Black Belt and also a certified trainer of Ken Blanchard's Situational Leadership – II and Trust Works. In his professional career of over 20 years, Shaweez has spent most of his time either managing mission critical projects or developing operations efficiency initiatives across multiple industries. He has worked at various management positions for some of the top multinational organizations including Halliburton, BP, NTT DoCoMo, Mobilink, Ultimus and Wateen. Currently Shaweez is with Mobilink Strategy as Project Lead where he is managing commercial integration of Warid's acquisition. Shaweez has a passion for continuous improvement by challenging the status quo and carefully using all the ingredients of change management. He is a Dynamic, Enthusiastic and Energetic trainer who believes in working with the philosophy of an organization whilst challenging the orthodox in an appropriate and culture-sensitive manner.

He has conducted many training courses in Pakistan for Mobilink, Wateen, Telenor, HUBCO and other local organizations. He is Visiting Faculty at Bahria University and SZABIST where he teaches Project Management and Supply Chain Management to postgraduate students. Shaweez is an Entrepreneur at heart and is always seeking new challenges in life. He has advised many startup businesses, mostly within his circle of family and friends, and turned them into profitable self-sustaining ventures. His acumen to improve business operations and his attention-to-detail makes him an ideal business consultant, analyst and a mentor.

Co-Trainer:

Maha Syed Ibrahim

Maha Syed is an entrepreneur, currently heading two unconventional and successful organizations. She has acclaimed her Stature as a Female entrepreneur successfully by managing and leading predominantly male business areas, and is a regular speaker and mentor for female entrepreneurs in Pakistan. Maha Syed is also a Ph.D. Researcher in the field of Process Improvement. Focusing on operational excellence, she has lead the people and streamlined process of businesses like poultry control shed & logistics in such a way that these businesses are generating profits even in one of the most difficult times for these industries in Pakistan.

By aligning Strategy and Finance, she has lead the growth of the companies in terms of products, services and customer segments. She has also introduced systems that have improved the visibility of business to all the stake holders. She is a research-active member of the Business Process Management discipline. Her current research interests are in the areas of Human Capital Development and Process Improvement.

Payment Terms - Please deposit the course fee in advance. Kindly prepare the cheque in favor of "Pakistan Society for Training and Development (PSTD)" and address it to Plot # TC-3, 34th Street, Off Kh-e-Seher, Phase 5 Ext. DHA Karachi along with the copy of this registration form. Please note that PSTD Cancellation Policy is activated as soon as an invoice is received by the client.

PSTD Cancellation Policy - Cancellations made at least 5 working days prior to the program will be refunded 50%. If a booking is cancelled in less than 5 working days, no refunds can be given. Cancellations must be confirmed by a letter or email. Substitutions may be made at any time for the same program only. In case of the participant not showing up on the day of the training a replacement can be sent.