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Kaizen Training Academy, Secunderabad

[A division of KAIZEN SRA Technologies Pvt Ltd, Hyd]

Touch – An industry-mapped training program on customer service & relationship management

1. What is the need for this training?

The organizations today view customer relations as an increasingly critical business component, emphasizing customer service, sales and call centre functions. We at Kaizen wish to capitalize on the opportunity by developing courses that would help organizations provide better customer service and in turn increase customer loyalty, making interaction delightful and meaningful.

2. How different is it from the other trainings / education / MBA?

The training offered at Kaizen aims at helping the organizations recruit ready made customer service representatives, with the right skills and knowledge. They will be necessary to respond quickly & accurately to customer's needs

3. What are the contents of this course?

The course would cover the below topics

- Importance of Customer Service
- The important parameters of customer service
- Customer Behavior
- Handling difficult customers
- Telephone Etiquettes
- Complaint handling and resolution
- Customer Relationship Management
- Customer Retention
- Data management
- Organizational culture

4. What is the methodology used in this training?

Apart from the classroom presentations, we would take you through a lot of role plays, videos, exercises internal and outbound and guest lectures. The learning is through skill enhancement and activities. No boring 'lecturegiri'

5. What is the basic qualification required for enrolling to the course?

Any individual who has completed his / her graduation or 10+2 or awaiting their results. Age on enrollment date should be 18 yrs to 35 yrs.

6. What is the duration of the course?

A complete 4 weeks training.

7. **What are the skills required for the course?**

We are looking at candidates who have the right attitude, a willingness to learn, a good command in English (spoken and written) & the local languages like Hindi and Telugu. Knowledge of MS Office & Internet and Typing skills is a must. We want people who are good in basic English language and computers

8. Will I get a job immediately after I complete the course?

Kaizen will extend full assistance in placing you in relevant organizations. We will offer complete guidance, grooming and career counseling. You need to be open minded in accepting diverse industries and start-ups. Kaizen works with 23 leading organizations as a recruitment vendor in India and US

9. Is this course recognized by any Universities?

No, we are not an educational institution or a private university. We are a recruitment company with special interests in training and education. Approvals and recognitions will increase the cost of the training program. Industry acceptance and availability of jobs for this course are established. This is more important.

10. Which company would I get recruited in?

Kaizen would help you get placed in any service Industry be it Telecom, Hotel Management, and Retail etc. We have a recruitment vendor ship with Wipro BPO, Deliotte, UBS, HDFC bank, Fullerton India, Reliance Communications, Bharti Airtel etc., to name a few.

11. Can I enroll for the course on part time basis?

No, it is a fulltime course starting from 9:00 am to 6:00 pm from Monday to Saturday. You have to attend the course on the above mentioned time. Fulltime and 100% dedication helps you to grasp the conceptual knowledge. This increases your chances of getting the right job faster

12. Is this course same as Siebel CRM or SAP CRM?

No, this is a course which is focused on customer service and helps you start a career in customer service. This is not an IT training course.

13. What is the Fee Structure?

The fees including the placement assistance is Rs.5000/- + service tax. This covers course material and certification

14. Can the fees be paid on installments?

Yes, you can make the payment through 2 installments. The second installment should be paid within a period of 15 days.

15. What is the mode of payment?

You can pay through DD, cash, inter-bank funds transfer [on-line banking] or credit card. We do not accept cheques.

16. In whose favor should the DD be?

The DD should be in favor of "**Kaizen SRA Technologies Pvt Ltd, Hyderabad."**

17. Does this course carry any certification?

Yes, we would be giving you a certificate. This could be mentioned in your resumes which would be an additional advantage.

18. Can I have a look at the training material before I join the course?

Yes, sure.

19. Can I get a demo of the training before I enroll?

Sure, we would be most willing to give you a demo of the training.

20. Will I be charged for the demo course?

Yes. There would be a fee of Rs.200/- for the same.

21. What is the duration of the demo course?

It will be a one day course which gives you a basic understanding.

22. Will I get a field job or a desk job?

The job offered can be both, as per the company's requirement. The job description would be discussed with you before all interviews. Hence, you can opt for the job before attending the interview. We will counsel you and guide you on the right options

23. Is this your first batch? How many batches have you completed?

Kaizen has just launched this training on customer service. We invite you to be a part of the freshness and enthusiasm of the first batch. We are confident of placing all the students of the first batch immediately

24. Will I be given a job as a manager directly after this course?

No. If you do not have any prior experience, you would be taken at the entry level by any organization. Some organizations may assign the 'manager' title depending on your previous experience and talent

25. I am an MBA graduate looking for a job; can I enroll for this course?

Yes, you can enroll for the course. This can be added advantage to your existing degree. MBA syllabus might have missed on the current industry needs. This can be bridged using our course

26. Who are the trainers in Kaizen?

Kaizen has a panel of industry experts and experienced professionals. We have the right people with work exposure to customer service. No theoretical or academic approach ONLY practical.

27. I have work experience in other functions like sales / accounts / admin. I want to switch to customer care. Can I join your course and expect to get a job in customer care / BPO?

Yes. Why not! Companies do encourage persons like that. You may have to put in serious efforts and re-establish your career. It calls for adjustments and focus in all respects. We will help you in this endeavor

28. I want some help in writing my resume and interviewing skills. Can I get some help?

Definitely. Kaizen is an expert in this. We will groom you to face the interviewers confidently.

29. Why should I trust Kaizen for my career prospects?

Kaizen is an 13-year old organization with offices in India and US. Kaizen – Hyd is 3 years old in staffing and recruitment business. We are a committed and process oriented company. We are undergoing ISO 9001 certification for training and recruitment. We work with large organizations across the globe. Our annual turnover as a group exceeds US$ 20 million. We are an ethical company with highly talented professionals working for us. We are serious about your careers. We have the right attitude and values. Our customers speak for us and admire our work

30. What infrastructure Kaizen has for training at Hyd?

Kaizen has a well furnished office of 3000 sq. ft. at a very quiet and up market location in West Mareddpally, Secunderabad. We have all the amenities like a PC lab, internet, projector etc. We also have a full fledged team that works on recruitment. This team shall help you understand the job market.