



Notes

Practical-12

A customer calls up to enquire about the maintenance service (terms and conditions) of the UPS purchased by your company. Explain to him/her about various AMC offered by your company.

Objective

After completion of this practical/activity you will be able to convince your customer for using company product/services.

Pre-requisite

- You should be able to use Telephone service(i.e. hold/forward/resume call) provided by company.
- You should have knowledge of customer language(regional language/English).
- You should have knowledge of company's product and services.

Procedure

- Make sure your computer is "On" and all products/services information is saved on your system.
- Your computer should be connected with appropriate power supply.
- Pickup the call of customer.
- Greet your customer with appropriate words(i.e. Thank you for calling) and inform him/her your name and ask "how can I help you sir/madam".
- First listen him/her carefully.
- Verify the product/services at your end offered by company.
- Try to tell him/her about benefits of products/services. Help him/her choose the best plan as per requirements.
- If he/she is satisfied then ask for confirmation of delivering product/services.



Notes

- If he/she does not want to confirm at same time, ask for confirmation call timings.
- End your conversation with greeting words (i.e. have a good day sir/madam).
- Write the special remark if you need for future use.

Do's and Don'ts

- Tell about other services/products to customer if he/she is interested.
- Don't make false commitments.
- Listen to the customer's requirement first and then give your suggestion that will help him/her choose the best option.

Learner's Observations

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Instructor's signature