



Customer Service Orientation

May 27, 2022
9:00am-5:00pm



Mr. Shahid Iqbal

Mr. Shahid Iqbal is a seasoned professional with rich practical experience spanning over 37 years of banking operations including 25 years as a professional trainer. Mr. Shahid is currently working with NIBAF as a subject specialist for commercial banking programs and has designed and conducted various training programs on banking operations, Regulatory Compliance, Account Opening, AML/CFT, Customer Service Excellence, Leadership and other Soft skills and has been instrumental in designing certification programs for NIBAF. Besides the banking sector, Mr. Shahid has also conducted trainings for a wider audience including officers from NAB, FIA and Pakistan Post.

Contents

1. Welcome Session
 - Ice breaker exercise
 - Setting Ground rules
 - Expectations of the participants
2. Importance of excellent Customer Service
3. Who your Customers are and what they expect from SBP-BSC
4. Attitude and its role in extraordinary Customer Service
5. Communication, Importance & its Etiquettes
6. The Customer Interaction Process (Video Based)
7. Dealing with angry Customers
8. Practical Exercise in Mock Branch

 **F2F, Lahore**



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