

Life is about learning to fly, when everyone says you will fall.

Bankseta Accreditation Number: Bank-Corne180502

Service Seta Accreditation Number: 12255



Short Course in Call Centre and Specialization in Banking

Duration: 6 months

Call Centre Subjects

Inbound

Language Proficiency

Introduction to contact Centre

Understand the Service Industry

Basic Communication

Manage Call Effectively

Telephone Etiquette

Outbound

Direct and Telesales Skills

Debt Collection

Computer

Ms Word → Ms Outlook

Ms Excel → Ms Power Point

Touch Typing (beginner to Advance)

Banking Subjects

Customer Management 45 Credits

Identify Product features, Advantages and benefits to the customer

Close a Deal with a Customer

Identify Brand Mix Elements -1

Identify and Manage Area of Customer Service Impact

Establish Customer Needs and Relationships

General Management 35 credits

Analyse Compliance to Legal Requirements and Recommend Actions

Identify Brand Mix Elements -2

Interpret and Manage Conflicts within Workplace

Conduct Negotiation to Deal with Conflict Situation

Monitor Team Members and Measure Effectiveness of Performance

Manage and Improve Communication Process in a function

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Banking Details

Account Name:

Cornerstone Supreme

Account Number:

62653109283

Bank

FNB

Branch Code

620