



مركز المستشار الوطني للتدريب
National Consultant Centre For Training

NCC In-House Training Courses In

Sales, Marketing and Customer Service

1. Achieving Excellence in Customer Service – Providing a Quality
2. Attracting New Customers and Retrieving Old Ones
3. Body Language for Customer Service
4. Calling on Small Business Customers
5. Communication Customer Service, Telephone Etiquette
6. Critical Elements of Customer Service
7. Customer Orientation
8. Customer Relationship Management (CRM)
9. Customer Service Workshop for Customer Service Managers
10. Customer Service Workshop for Front Desk Employees
11. Customer Services Quality
12. Customers' Buying Processes
13. Dealing with difficult customers (angry and hostile)
14. Developing the skills of interviewing, selection and Hiring Sales Professional
15. Distribution Sales Management
16. Dynamite Sales Presentations
17. Effective Negotiation Skills
18. Exceed Customers' Expectations
19. Excellence in Customer service skills
20. Fundamentals Marketing
21. Handling customers' objections and closing.
22. How to Design Your Marketing system
23. How to Motivate and Manage Customer Decisions
24. How to win & Keep Customers
25. Job Description for Marketing and Sales Manager
26. Maintain Customer client focus
27. Management of Customer Satisfaction & Complaints
28. Marketing and The Marketing Process
29. Marketing Channel Organizations
30. Marketing Financial Services
31. Marketing for Non-marketing personnel
32. Marketing Management Essentials
33. Measuring & Achieving Customer Satisfaction



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34. Measuring Customer Satisfaction and Customer Loyalty
35. NLP for Marketing & Sales
36. Online Marketing
37. Permission Marketing
38. Principles of International Marketing
39. Professional Sales Skills
40. Recent Trends For The Development Of Marketing And Applications To Increase Sales
41. Referring Trust Customers
42. Retail Banking Sales Skills
43. Retail Marketing - Maximizing Brands, Networks and Outlets
44. Sales And Customer Service Training For Call Center Agents
45. Sales and Operational Planning
46. Sales Coaching in the Bank
47. Sales Forecasting & Market Share
48. Sales Planning & Territory Management
49. Sales Promotion And Merchandising
50. Sales Report Writing
51. Sales Skills for Travel Agents
52. Sales Training: Prospecting For Leads Like A Pro
53. Sales Training: Selling Smarter
54. Selling Skills & Techniques
55. Service edge and customer care
56. Small Business Banking Sales Skills
57. Successful Sales Campaigns
58. Telemarketing - Using The Telephone As A Sales Tool
59. Telesales Essential Skills
60. Understanding Consumer Behavior