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| Title | **Memorize and present product/ training** | | |
| Level | **3** | **Credits** | **2** |

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| Purpose | This module aims to educate the trainee about the importance of keeping abreast with product knowledge/updates, assisting new recruits, objection and irate customer handling. |

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| Classification ISCED | 0611 Computer use |

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| Available grade | Competent / Not yet competent |

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| Modification history | N/A |

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| **Competency Unit** | **Performance Criteria** | **Knowledge and Understanding** |
| **F1**. Understand the need of training | **P1**. Make and manage product list for ready reference during customer interaction.  **P2.** Present company products to the customer and provide technical support.  **P3.** Utilize self-management skills. | **K1**. Define the importance of keeping abreast with product upgrades / updates.  **K2.** Know different techniques of presenting the product and providing technical support.  **K3.** Describe self-management skills. |
| **F2**. Train and assist new recruit. | **P1**. Orientate and welcome new recruits.  **P2.** Introduce the policies and procedures of the company to the new team members  **P3.**Provide technical/product training | **K1.** Know how an orientation session is conducted for new staff/recruit.  **K2.** Share company policies and procedures of a call center with new team members  **K3.** Observe how a technically sound agent can assist new colleague about products |

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| **F3.** Apply relevant rebuttals to handle objection and irate customer. | **P1.** Overcome objections raised by the customer.  **P2.** Tackle irate customer/caller while delivering appropriate rebuttals.  **P3.** Conduct role plays highlighting objection handling and irate customer/caller with colleagues. | **K1.** Understand how a call center agent may overcome objections faced during live inter 2action with a customer/caller.  **K2.** Know the ways through a which an irate customer / caller can be handled. |