DB JAIN COLLEGE [Autonomous] **DEPARTMENT OF TRAINING AND PLACEMENT**

DATE: 23rd May 2022 Onwards [Duration - 3 Months]

TOPIC: BPO Training

RESOURCE PERSON: Mrs. Suganya, Ace Pro Skill Development Pvt Ltd (ACEPRO)

PARTICIPATED: Final Year Students B.Com., (General), B.Com., (CA & AF), B.A (Economics)

OUTCOME: 30 Students Participated

INVITATION:

DHANRAJ BAID JAIN COLLEGE

(AUTONOMOUS)

Jyothi Nagar, Thoraipakkam, Chennai – 600 097, Tamil Nadu.

Co-educational Jain Minority Institution
Managed by Tamil Nadu Educational and Medical Foundation
(Formerly known as Tamil Nadu Educational and Medical Trust)
Approved by Government of Tamil Nadu
Affiliated to University of Madras : Re-Accredited Institution by NAAC
5 Decades of Excellence in Education

DEPARTMENT OF TRAINING & PLACEMENT

"We Care For Your Career Growth"

Organizing a Training Programme

on

Business Process Outsourcing(BPO)

Trainer, Ace Skill Development Pvt Ltd

Batch 1: Final Year B.Com(general,CA,AF) & B.A (Economics)

From 19th May 2021 onwards (3 Months) @ 9:30 a.m. – 1:30 p.m.

Venue: Acepro (DBJAIN Campus)

Sri. R. Dayachand Savansukha
President

Dr. Harish L Metha
Secretary (Administration)

Sri. Jaswant Munoth
Secretary (Academic & Finance)

Dr. Murugesan .C
Principal In-Charge

Dr. M.Sakthivel Murugan
Professor-In-Charge

Prof. V. Karunakaran
Asst. Coordinator

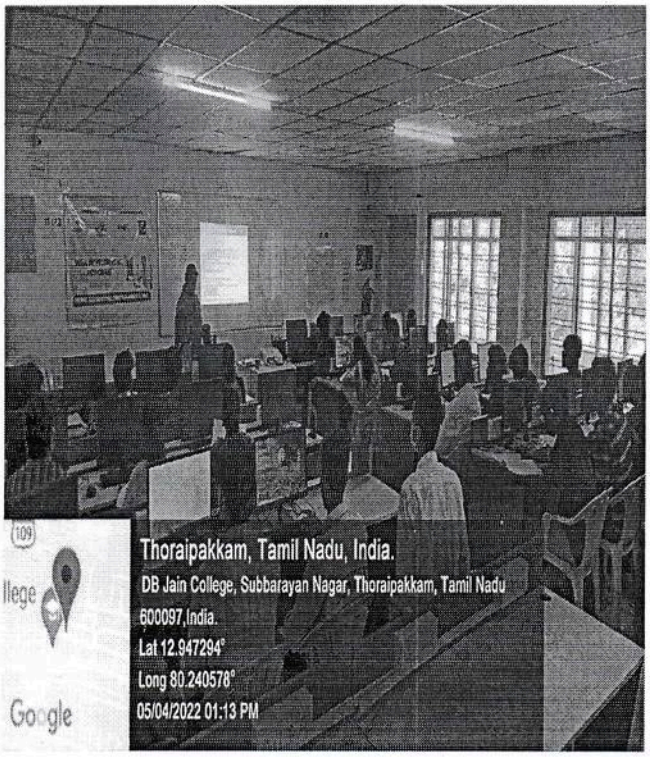
Dr. B.Jagadhesan
Placement Convenor

Prof. P. Chandrakala
Placement Officer

DB JAIN COLLEGE PRINCIPAL OFFICE THORAIPAKKAM, CHENNAI - 600 097.

Principal
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Thorapakkam, Chennai - 600 097.

RELATED PHOTOS



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CRM DOMESTIC VOICE

Total Duration: 70 days

MODEL CURRICULUM

1. Make Outbound calls to customers

- ✓ Establish contact with customers, following organization's procedures.
- ✓ Introduce yourself, the purpose of the call and, following standard scripts.
- ✓ Obtain information from customers to identify their needs.
- ✓ Make convincing sales pitches to customers following standard scripts.
- ✓ Handle customer queries, objections and rebuttals following standard scripts.
- ✓ Adapt your approach and style to customer preferences, within the limits of your competence and authority.
- ✓ Refer issues outside your area of competence and authority to appropriate people, following your organization's procedures.
- ✓ Identify and act on opportunities to up-sell or cross-sell other products/ services to customers.
- ✓ Confirm customer wishes and needs in order to close sales.
- ✓ Obtain required financial information from customers, following your organization's procedures.
- ✓ Complete your organization's post-sales procedures in order to complete/ full fill sales.
- ✓ Comply with relevant standards, policies, procedures and guidelines when making outbound tele sales calls.

2. Manage your work to meet requirements

- ✓ Establish and agree your work requirements with appropriate people.
- ✓ Keep your immediate work area clean & tidy.
- ✓ Use resources correctly & efficiently.
- ✓ Treat confidential information correctly.
- ✓ Work in line with your organization's policies & procedures.
- ✓ Work within the limits of your job role.
- ✓ Obtain guidance from appropriate people, where necessary.
- ✓ Ensure your work meets the agreed requirements.

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3. Managing Health and Safety

- ✓ Comply/adhere with your organization's current health, safety and security policies and procedures.
- ✓ Report any identified breaches in health, safety & security policies and procedures to the designated person.
- ✓ Identify and correct any hazards that you can deal with safely, competently and within the limits of your authority.
- ✓ Report any hazards that you are not competent to deal with to the relevant person in line with organizational procedures and warn other people who may be affected.
- ✓ Follow your organization's emergency procedures promptly, calmly, and efficiently.
- ✓ Identify and recommend opportunities for improving health, safety, and security to the designated person.
- ✓ Complete any health and safety records legibly and accurately.

Ace Skill

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Thorapakkam, Chennai - 600 097.

DHANRAJ BAID JAIN COLLEGE (AUTONOMOUS), Chennai-97
DEPARTMENT OF PLACEMENT & TRAINING
BPO TRAINING STUDENT LIST -2022 On 23rd MAY 2022 ONWARDS

Final Year Students

S.No	Roll No	Name	Department
1	190106	Bharani	BA ECONOMICS
2	190110	S.Deepika	B.A (Economics)
6	190118	Harish	B.A (Economics)
3	190119	Jhothika	B.A (Economics)
4	190141	R.Shanmugam	BA Economics
7	190142	Suriya	B.A (Economics)
5	190150	Pugazhendy	BA Economics
8	190310	M.Nandhini	B.Com CS
9	190509	Arun Pandiyan B	B.Com General - A Section
10	190516	G.Balaji	B.Com General - A Section
11	190542	Jeevarathinam P	B.Com General - A Section
12	190568	Mohammed Althaf	B.Com General - A Section
13	190601	Naresh .K	B.Com General - B Section
14	190618	Preethi. R	B.Com General - B Section
15	190619	Prem . D	B.Com General - B Section
16	190623	Priyanka .E	B.Com General - B Section
17	190625	Raghul .K	B.Com General - B Section
18	190626	Ragu ram	B.Com General
19	190628	RanjithKumar	B.Com General
20	190630	salman khan	B.Com General
21	190633	Sanjay	B.Com General
22	190639	Shakthika	B.Com General - B Section
23	190646	S.Stephen Raj	B.Com General - B Section
24	190648	Suman.M	B.Com General
25	190652	Swetha. A	B.Com General - B Section
26	190658	Vasudevan K	B.Com General
27	190660	Vignesh A J	B.Com General - B Section
28	191655	Udhaya Kumar.A	B.Com. General
29	192013	Raja	B.Com General – (CA & AF)
30	192636	Selva .M	B.Com General – (CA & AF)

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Skill India
कौशल भारत - कुशल भारत

Certificate

Candidate ID: 13600032

This is to Certify that ARUN PANDIYAN B

S/D/W/o Shri BALAKRISHNAN P has successfully Completed

the training in CRM DOMESTIC VOICE (SSC/Q2210)

conducted by RM EDUCATIONAL TRUST & ACE SKILL DEVELOPMENT PVT LTD

from 30.05.2022 to 08.08.2022

and sucessfully passed the assessment conducted by Indian Technical Education Society as per NOS QP: **SSC/Q2210** with Grade A in ITES Sector

Date of Issue: 11.08.2022

Testing Center Location: THORAIPAKKAM, CHENNAI

Authorised Signatory
For ITES

ITES

aspire SYSTEMS
attention. always.

N·S·D·C
National Skill Development Corporation
Transforming the skill landscape