



INVITAȚIE TRAINING

Dear Sirs,

ASCENT GROUP has the pleasure to continue the series of open trainings organised in Bucharest with a module on the theme:

THE RELATIONSHIP WITH OUR CUSTOMER BY PHONE

BUCHAREST, 15TH - 16TH SEPTEMBER 2009

Our clients - who are they, how to work with them?

The prosperity of a business is given by the number and quality of customers - we offer them our products and services. The image, good reputation, market positioning and longevity of a company depend on the quality of the relationship we have with our customers.

So, who are our customers and how do we manage the relationship we have with them? How should we adapt our behavior in relation to the diversity of relationships that we develop with our clients?

This training provides an opportunity to develop specific relationship skills with customers by telephone.

Target

This course is addressed to companies from all fields of activities which wish to improve the relations with their customers, especially by telephone.

Objectives

- Developing efficient networking skills with customers by telephone
- Understanding the customer needs and expectations
- Awareness of the need to provide the highest standards of service, thus maximizing the potential sales opportunities
- Structuring the communication with clients for an efficient relationship, orientated to the customer satisfaction

Modules

- The life cycle of the customer relationships
- Quality services offered to customers (what the customers want, magical moments)
- Building relationships with customers
- Methodologies for working with clients
- Elements of good practice
- Selling skills at high standards (communication, sales knowledge and skills)
- Sales context (identifying the needs, presenting solutions, concluding the sale)
- From an unsatisfied customer to the customer retention
- Customer satisfaction survey

Working methodology

- The training is based on the “Learning by doing” and is highly interactive, involving the participants in the ongoing games, activities, case studies. Also, during the training it will be used professional tests, which will provide participants with regard to their own personal style and the possibilities of improving it.
- Following the training, each participant will receive a certificate which will certify the Ascent Group courses, the training materials and a CD with pictures and records took during the course
- The training will be held in the Romanian language

Price - 380 Euro/participant

- The price includes the both days of training participation and the training materials
- The price includes 2 lunch meals and 4 coffee breaks
- The price does not include VAT
- **The companies that register more than one participant will receive a discount rate of 5% for the second participant and a discount rate of 10% for the third participant registered**

PROFILE DE TRAINER

OANA MOSOIU

- Senior trainer in Ascent Group

Studies and graduated courses

- Bucharest University - Faculty of Psychology and Education Sciences
- University of Bucharest - Master in Management and Sciences Education
- University of Bucharest - Ph.D. in Methods of assessment
- Participation in numerous seminars and training sessions in the country and abroad, for both business and governmental structures and NGOs.

Professional experience

- 8 years of experience in human resources and training both in business and NGO field
- 6 years in programs coordination for youth and in international youth exchange programs as YOUTH, Volunteer Euro, Euro 26 and EYCAdeMy
- 8 years experience as a local expert and trainer, and also as coordinator of programs in the Ministry of Education and Research in the reform program of pre-university education, The Preparation of Teachers
- 5 years experience as assistant at the University of Bucharest, Faculty of Psychology and Education Sciences
- Oana presented paper work at prestigious conferences and is the author of numerous articles in the specialized field of Education
- 2 years experience as a senior trainer in Ascent Group

ADELA CRISTEA

- Managing partner Ascent Group

Studies and graduated courses

- Graduate of Economics Faculty - West University in Timisoara
- Graduate of Law Faculty (2 years) - Vasile Goldis Arad University
- PhD student at the Economics Faculty – West University in Timisoara
- Scholarship at the University of Gent - Belgium, 1994
- Scholarship at the University of Gottingen – Germany, 2000
- Scholarship in “Management and strategic planning at the National Democratic Institute” - Washington, US
- Licentiate of the evaluation method of personnel and training LIFO – Bucharest, 2001
- Licentiate of the evaluation method of personnel and training Identity Compass – Leicester, UK, 2006

- Trainer of the National Democratic Institute in US, which has held trainings in Hungary, Albania, Morocco and Romania
- Trainer of the International Republican Institute in US, which has held trainings in Romania, Moldova and Indonesia
- Consultant accredited by the European Union for funding grants programs PHARE

Professional experience

- 12 years of experience in human resources and training
- coordinator of the department of human resources and training of AIESEC Timisoara
- 2 years of experience in management within the International Resources
- 3 years of experience as Executive Branch for Unilever Romania
- 9 years of experience in higher education as a coach, assistant and later university lecturer at the University Aurel Vlaicu, respectively Vasile Goldis University in Arad, faculty of Economics, subjects "International Economic Relations" and "Organizational Behavior"
- 5 years of experience as a senior HR consultant in the Archimedes Consulting Group, during which has been involved in numerous projects of restructuring of enterprises, conflict mediation and employment training for multinational companies and local industrial, banking or services, both in Romania and abroad
- founder and managing partner of Ascent Group in 2004

MARCEL CHISCAN

- Senior partner & trainer in Ascent Group

Studies and graduated courses

- Graduate of Law Faculty of Vasile Goldis University in Arad
- Participant in various courses of Leadership, Communication, Negotiation, Project Management
- Participant in numerous courses on topics of local public administration

Professional experience

- 18 years of professional experience in various industries
- 7 years of experience in sales
- 2 years of experience in advertising with Infomedia Information
- 6 years of experience in local public administration
- 10 years of experience in management positions, both in SMEs, local public administration and in industrial projects (including the management of a factory with 1200 employees) and the Board of public or private companies
- 3 years of experience in project consultancy and training in Ascent Group

COSMIN GALU

- Senior trainer in Ascent Group

Studies and graduated courses

- Graduate of Law Faculty of the University of Arad
- Scholarship from the National Democratic Institute - Washington, US
- Scholarship on "Crisis Management" with the Konrad Adenauer Foundation - Germany
- Scholarship on "Conflict Management" with IRI – International Republican Institute, USA
- Trainer of the National Democratic Institute in US, which has held trainings in Romania and Moldova
- Participant in numerous trainings sessions in Romania and abroad: Finland, Germany, Italy, Serbia and US.

Professional experience

- 6 years of experience in human resources and training for both multinational and Romanian companies as well as for NGOs, political organizations and public administration
- 10 years of experience in public administration and policy in the Parliament of Romania, Arad County Council and various NGOs
- 3 years of experience in PR and advertising with Genesis Advertising
- 4 years of experience in legal advice for business and NGOs Lobby Consult
- 3 years of experience as a Senior Consultant and trainer for Ascent Group

ABOUT US

Ascent Group is a consulting group that was born to meet a need for consultancy services of high quality in Eastern Europe for foreigner investors.

Ascent Group, through the companies from the group is providing a professional consultancy services in financial, tax, legal, business development, human resources, training, communication.

Our Group is based on high level consultants with international experience, providing quality services and customized based on the needs of each client.

As a training company, Ascent Group has extensive experience in in-house and open in all countries where the company has offices, Romania (București și Arad), Republic of Moldova, Bulgaria, Serbia, Cyprus.

Ascent Group customers from the banking, industrial production, sales, distribution, media, market research.

MAIN CUSTOMERS

Avon Cosmetics	IBM	Coficab - Tunisia
Electrolux	Leoni Wiring Systems	Interstar
Nestle	Perpigna	Consilul Județean Arad
Banca Italo-Romena	Mefin - Walbridge Group	Synovate
Bank of Cyprus	Astra Asigurări	Trilogy
Italo-Romena Leasing	Fildas Group	WEMA Belgia
Cyprus Leasing	Camera de Comerț Italiană	Revista Tonica
Swiss Capital	Cromsteel Industries	
Petrom	Coindu Portugal	
Xerox		

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