

## Telecalling and Business Development Program

### Course Overview:

This course is aimed at training candidates for the job of a "Tele caller", in the "BFSI" Sector/Industry

### Pre-requisite:

- Basic knowledge of statistics, computers

### Course Objective:

Upon successful completion of the course, participants should learn:

- Conduct telemarketing campaigns, tele calling, objection handling, collecting feedback, coordination with the team, etc.
- Know the team members, segregate the queries, maintaining records, etc
- Team work, attending meetings, connecting customers to appropriate sales consultant at showroom etc.
- Understand processes, emergency and evacuation procedures, general safety measures, etc.

### Course Outline:

The contents of this course are designed to support the course objectives. The following is an indicative list of content which is included in this course:

- Introduction
- Generate Sales through telemarketing activities
- Coordinate with sales team for passing on the prospective leads
- Plan and Organize work to meet expected outcomes
- Work Effectively in a Team
- Maintain a healthy, safe and secure working Environment