



APPOINTMENTS

MAKING OPPORTUNITIES KNOCK ON YOUR DOOR

Moments of truths

CUSTOMER CARE

By Ranjan Saheed

Customer care is the management and identification of "moments of truths" with the aim of achieving customer satisfaction. It is the responsibility of everybody in the organization.

Customer care is the job of everybody in the organization who contributes to the products, service or general impression that cus-

tomers and visitors take away with them. All employees who come into contact with outsiders represent organization and become a reflection of the organization.

-Assist in the reception of visitors to the premises or to the department.

■ Answer enquiries from customers whether by phone or face to face

■ Provide products/service information

■ Handle customer/visitor complaints

INTERNAL AND EXTERNAL VISITORS

Internal visitors are employees of the organization while external visitors are customers, potential customers or members of any stakeholder group.

RECEIVING EXTERNAL VISITORS

- Greet the visitors politely - by their name if known, with a hand shake. Apologize if you have been unavoidably held up.
- Sign in - ask for details & take down where necessary



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- Direct visitors - notify the person that he has come to see or direct visitors to the office or interview room etc.
- Don't keep visitors waiting

unnecessarily - put visitors at ease if they appear to be at all uncomfortable while waiting.

- Maintain a courteous approach and demonstrate wopution - stay with the visitor until he is collected, use interest notes during all dealings
- Effectively deal with sensitive or personal matters - do not speak loudly on public
- Ensure professionalism - Display good

manners, deal one issue at a time.

GREETING PEOPLE

First impressions are vital. Get it right first time if you are to deal with that person effectively and continuously Give your face a rest and forget about your own troubles and concentrate on the matter in hand. Don't gaze intently into people's eyes and don't keep looking down or away as it may be seen as not interested. Don't be limp-wrist and not to break the hand. A firm clasp indicates confidence and self assurance.

ASSISTING VISITORS

In order to assist visitors and to deal with their enquiries the frontline staff should have a reasonable knowledge about the company, industry, company business/ products and service etc. there are many positive

things that you can do to provide good service to visitors.

I. Be polite, interested and friendly but not over-familiar or disrespectful.

II. Be as helpful as you can within the limits of your responsibilities. If you cannot, connect the customer with the person who can assist him.

III. Make your customer trust by "walk to talk" promptly and efficiently.

IV. Do not promise to do anything that you do not have the ability or authority to do.

V. Do not criticize or underestimate your own organization in response to complaints or difficulties.

VI. Do apologize if you make a mistake and put it right straight away.

MEETING VISITORS' INFORMATION NEEDS

Visitor's needs in terms of information should be clearly identified and served accordingly. It is important that the frontline staff appreciate and value their visitor's time and attend to their information needs promptly. Frontline people should learn as much as they can about their own organization's business, product/market information, sources and contact persons within the company as it makes them more comfortable to deal with outsiders effectively and help their career prospects. Frontline staff should however be careful when giving out information to visitors. Whether or not you give information out about company / product & services etc depends very much on the products you deal with and how sensitive the piece of information would be.

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K & D Management is one of the fastest growing business promotion and Credit Management Company who works with many financial Services & FMCG Companies in the country. The company is in the process of expanding its business operations and hence searching for suitable candidates to join the team.

Senior Manager - Credit card Sales (Male/Female)

- Successful candidates should have a good educational background with 3-5 years sales experience in financial products, (Insurance, Credit Cards, Leasing, etc.)
- Dynamic personality
- Good communication & selling skills
- Fluency in both English & Sinhala

Marketing Executives (Banking Products)

- Age - 18 to 30
- Smart, well groomed, Self Motivated & Hard working
- Fluent in English
- Friendly, People-oriented persons
- Strong Drive for Success, Good education background

Debt Recovery Officers (For All Districts)

- Age - 45 or Under, G.C.E. (O/L) Qualified
- Valid Riding License
- Good negotiation Skills in Debt Collection
- Good communication skills in English & Sinhala (Tamil-added advantage)

Selected candidates will be rewarded in keeping with their respective positions, qualifications, experience and capabilities. Top performers will be given either a motorbike or a car depending on their Performance.

Send your CV with names, addresses and telephone numbers of two non-related referees (Compulsory) to reach us within 10 days of this advertisement. Please Mention Post Applied for on top left hand corner of the envelope.

Director Operations
K & D Management Services (Pvt) Limited
62, Kandy Road, Dalugama, Kelaniya
Fax: 011 2-914009
email: info@kanddmt.com

VACANCY

Wanted immediately, for a star class hotel. Stewards, Room Boys, Kitchen Helper, Pantry Boy. Experienced staff paid mens.

Small your CV to olympusplaza@gmail.com Fax: 0112829355

WANTED

EXPERIENCED STEWARDS AND KITCHEN HELPERS FOR AN EXCLUSIVE RESTAURANT IN DEHIWALA. EXCELLENT REMUNERATION FOR THE SUITABLE CANDIDATE. MINIMUM EXPERIENCE 3-5 YEARS.

CONTACT: 0773075074

BIO MEDICAL MATERIAL SCIENCE AND ENGINEERING

I AM A GRADUATE (FEMALE/22 YRS) IN BIOMEDICAL MATERIAL SCIENCE AND ENGINEERING FROM QUEEN MARY - UNIVERSITY OF LONDON AND SEEKING TRAINING/EMPLOYMENT ON ALLIED FIELDS.

PLEASE CONTACT ME ON.
vaishi 2006 @ hotmail.com

Hotel Vacancies in a Small Luxury Hotel in the South Coast

Vacancies exist in a newly opened Small Luxury Hotel in the South Coast in Housekeeping, Restaurant, and Kitchen.

Suitable candidates will be those with minimum 02 years hotel experience in the area applying for, fluency in English and preference will be given to those able to communicate in another foreign language as well. Ability to work together with others at the hotel as a team is necessary. Working hours will be according to roster.

If you are in agreement and have the qualifications, report for an interview on Monday, 22nd March 2010 to No. 29B, S.De. S. Jayasinghe Mawatha, Kalubowila, Dehiwala at 09.00 a.m. Bring all relevant original certificates.

Appointment will be effective immediately.

Advertiser.

A Demanding Role for a Dynamic Individual



Hemas Manufacturing (Pvt) Ltd as a part of the Hemas Group, manufactures & markets a wide range of FMCG Brands such as Baby Cheramy, Clogard, Kumarika, Gold, Pro Sport, & Diva & many others. Our manufacturing facilities are ISO Certified and we have a strong innovation set up closely networked with Suppliers and R&D labs abroad.

To keep pace with the rapid expansion in our business, we are seeking to recruit dynamic, vibrant, self-motivated individuals with a genuine interest in the job role to take up the following position:

Executive - Packaging Development

The Job

Candidate will be responsible for New Packaging Development and upgrading of existing packaging. Should undertake long term and short term projects for developing innovations in primary and secondary packaging. Perform routine functions of conducting trials, checks and approvals, coordinate with various in house units and suppliers for first batch production and obtain feedback. Strive to increase functionality and perceived value while ensuring cost reduction or optimization.

The Person

The candidate we are looking for should possess a very good knowledge in CAM/CAM and mould designing in a FMCG company with 2-3 years of experience. Also the candidate should possess very good skills in negotiation, communication and the ability to work in a cross functional team culture. Candidates with a basic degree from a recognized university will have definite advantage.

An attractive remuneration package, a challenging working environment and excellent opportunities for career development are on offer to the right candidate.

If you are confident you measure up to our required standards, send in your resume with details of two non-related referees within 7 days of this advertisement to:

Senior Manager Human Resources
Hemas Consumer Brands
36, Bristol Street, Colombo 1
careers.consumer@hemas.com
www.hemas.com

Online applications preferred on www.topjobs.lk/hemas

Hemas Holdings PLC is a leading public quoted company in Sri Lanka with interests in FMCG, Healthcare, Transportation, Leisure and Power Generation.

HEMAS
Enriching Lives

VACANCIES IN APPAREL INDUSTRIES

We are a leading Apparel sector company specializing in ladies and children's wear operating several production facilities.

Factory Manager (2 vacancies - Colombo & Out station)

We are looking for a proven leader with technical and apparel management competence to achieve the set production objectives of the business.

The candidate will assume responsibility for the entire factory and be responsible to manage all aspects of production planning, coordination, meeting production and shipment targets, cost budgets, skill development and customer satisfaction.

The ideal candidate needs to lead from the front, possess the dynamism, dedication and determination to succeed and committed for a long-term engagement. He should be below 40 years of age and count at least 10 years experience in the garment field with at least 05 years in a similar capacity. A degree or professional qualification in a related field will be an added qualification.

Production Manager

The candidate we are looking for should be a mature person, experienced in modern production management techniques, result oriented with good communication and interpersonal skills.

He should have a minimum of 05 years experience in production, a proven track record for planning and achieving set production goals with excellent leadership and ability to develop the production team.

Both positions carry attractive remuneration package and other perks.

Application, copies of testimonials and references should reach the address below within seven days of this advertisement.

Advertiser - 085 ,
#1, Sri Sunandarama Road,
Kalubowila, Dehiwala.

TO GET THE BEST RESPONSE TO YOUR VACANCY ADS

ST APPOINTMENTS