

الرقم : ٥١٦/٤/٣٨١

التاريخ : ٢٠٢٠/١٠/١٩

السادة المحترمين

تحية طيبة وبعد ،،،

يسرنا اعلامكم بأن المعهد وبموجب إتفاقية التعاون مع United Institute Training Intermediary (UITI) الممثل الحصري في الاردن لمعهد الاعتماد الامريكى American Certification Institute (ACI) ومقره الولايات المتحدة الأمريكية، سيقوم بعقد برنامج وامتحان الشهادة المهنية التالية:

Certified International Customer Service Professional (CICSP)

ويتضمن البرنامج التفاصيل التالية :

٢٠٢٠/١١/١٨-١١/١٥	فترة إنعقاد البرنامج
١٢ ساعة تدريبية	مدة البرنامج
٥٥٠ دينار اردني	رسوم الاشتراك
Bilingual	لغة البرنامج
٢٠٢٠/١١/١١	اخر موعد للتسجيل
٢٠٢٠/١١/٢٥	تاريخ الامتحان
٥-٢	توقيت الامتحان

وتشمل الرسوم اعلاه حضور البرنامج التدريبي Online حسب الجدول المرفق ، بالإضافة إلى نسخة الكترونية من المادة العلمية ورسوم التقدم لامتحان الشهادة والاعتماد المهني. وعليه، نرجو تزويدنا بأعداد مرشحيكم الراغبين في الإلتحاق في البرنامج اعلاه ليتسنى لإدارة المعهد إستكمال الإجراءات اللازمة لعقده.

وللمزيد من المعلومات عن الشهادات التي يصدرها معهد الاعتماد الأمريكي American Certification Institute (ACI) يرجى الاطلاع على الموقع الالكتروني www.amcertinst.org أو الموقع الالكتروني www.uiti.org علماً بأنه يمكن تجديد الاعتماد المهني بعد خمسة سنوات من تاريخ اصدار الشهادة.

وللاستفسار عن البرنامج يرجى مراجعة قسم الشهادات المهنية الدولية في المعهد هاتف (٥٥٣٦٣٩٥) فاكس (٥٥٣٢١٩٩) والبريد الالكتروني certificates@ibs.edu.jo أو زيارة الموقع الالكتروني للمعهد www.ibs.edu.jo.

وختاماً ، فنحن إذ نشمن لكم جهودكم الخيرة وتواصلكم الدائم مع معهدكم، لنرجو أن تنال مساعي المعهد دعمكم من خلال مشاركتكم الفاعلة في البرامج التأهيلية التي يعقدها ، استمراراً في تعزيز مهارات كوادر جهازنا المصرفي والمالي.

وتفضلوا بقبول فائق الاحترام،،،

قسم الشهادات المهنية الدولية
معهد الدراسات المصرفية (الاردن)

Certified International Customer Service Professional (CICSP)

Session No.	Subject	Day	Date	No. of Training Hours	Timing
1	Module 1: CRM Development and History	Sunday	15/11/2020	3	5 - 8
2	Module 2: What Is CRM? Module 3: Major Methods and Skills of CRM For Customer Services Personnel	Monday	16/11/2020	3	
3	Module 4: Customer Oriented Marketing Module 5: Customer Service System Design	Tuesday	17/11/2020	3	
4	Module 6: Customer Service Quality Control Module 7: Apply First-Class Service Management	Wednesday	18/11/2020	3	
6	Examination Date	Wednesday	25/11/2020	3	

❖ Candidates are required to attend minimum 80% out of the total training hours of the program to be granted the attendance certificate.

Instructor Profile

Mr. Laith Alami: holds a B.Sc.in Computer Science from Princess Sumaya University for Technology (PSUT).Holding multiple professional certifications from the leading institutes in the fields of sales and customer service management. He is a Certified Professional Trainer (CPT) from Arab Trainers Union (ATU) and from the International Association for People and Performance Development (IAPPD)-UK, a Certified International Sales Manager (CISM) from American Certification Institute (ACI)-USA, a Certified International Call Center Representative (CICCR) from Institute of Certified Business Consultant (ICBC)-USA, a Certified International Customer Service Professional (CICSP) from American Certification Institute (ACI)-USA, a Certified Sales Expert (CSE) from the International Association for People and Performance Development (IAPPD)-UK. Mr. Laith Al-Alami is an administration expert and possess a strong background covering 18 years of diverse experience in sales development, customer service, organizational capacity building and executive management development.

Introduction

This Certification Program is a core certification program of the American Certification Institute. This program offers the designation of CCSP (Certified Customer Service Professional) to candidates who demonstrate their understanding of the fundamentals of the profession through the successful completion of rigorous professional certification examinations based upon the CUSTOMER SERVICE MANAGEMENT BODY OF KNOWLEDGE (CSMBOK). The CSMBOK is supported by 4 modules of study material for the CCSP.

Program Goals and Objectives

Upon completing this course student should be able to:

1. Get closer to your internal customers and their needs
2. Build stronger relationships built on competence and trust
3. Market your department's services more effectively
4. Manage client expectations and deliver results that add value
5. Recognize the power of approaching internal customers in the same way as external customers
6. Measure their own function's degree of customer focus and be able to apply a variety of tactics to get closer to the customer.
7. Understand the steps in the internal consultancy cycle
8. Understand a variety of methods to solve client problems
9. Recognize Critical Success Factors and their importance to the business
10. Recognize how to align their Department's plans with the organization's strategy and tactics

Who Should Attend?

1. Customer service director or manager, marketing director and relative corporation managerial personnel
2. Excellent customer service personnel or director
3. Anyone wishes to become customer service professional

Modules for Certification

Candidates may complete the modules in any order. However, the suggested sequence is spelled out below.

Module 1: CRM Development And History

Module 2: What Is CRM?

Module 3: Major Methods And Skills Of CRM For Customer Services Personnel

Module 4: Customer Oriented Marketing

Module 5: Customer Service System Design

Module 6: Customer Service Quality Control

Module 7: Apply First-Class Service Management

Program Duration

The Program is covered in 12 hours delivered on 4 sessions – 3 hours per session.

Examinations

Completion of the certification program requires completion of multiple choice examinations consisting of 80 questions / passing grade is (48/80).

Professional Designation

Successful candidates are granted the designation of CICSP. The designations may be used just as similar recognitions are employed in accounting, insurance, medicine, law, and other professions. Either the full expression or the initials may be used after the individual's name on business cards, stationery, etc.