

PAAVAI COLLEGE OF ENGINEERING
DEPARTMENT OF BIOMEDICAL ENGINEERING
SOFT SKILLS PROGRAMME ON “Customer Centric Service Excellence”
Held on 26.06.2024

EVENT REPORT

Title of the Event : Soft Skill Program on “**Customer Centric Service Excellence**”

Date of the Event : 26.06.2024

Number of participants : 90

Resource Person : Dr.S.Vijaya kumar,
Professor/ECE,
Paavai Engineering College,
Pachal, Namakkal.

Co-Ordinator : Mr. N.Thennarasu,
Assistant Professor,
Department of BME,
Paavai College of Engineering,
Pachal, Namakkal.

Venue : Pragati Hall

Event Description:

The “**Customer Centric Service Excellence**” is a soft skills program designed to equip students with the tools and techniques needed to deliver exceptional customer service by focusing on the customer's needs, expectations, and experience. The Key Program Elements are Understanding Customer Needs, Building Empathy and Emotional Intelligence, Effective Communication, Problem-Solving and Conflict Resolution, Creating Memorable Experiences, Personal Accountability and ownership Consistency and Reliability. By the end of this program, participants will be able to provide high-quality, customer-cantered service, solves problems and builds long-term, positive relationships with clients.

A GLIMPSE OF THE EVENT



Soft Skill Program on “**Customer-Centric Service Excellence**”- 26.06.2024