



The Three Key Courses:

Course 1 - Customer Service

Course 2 - KYC -CW

Course 3 - Retail Management


Course 1 - Customer Service


Course Curriculum

- Module 1: Introduction to Customer Care
- Module 2: Providing Great Customer Care Service
- Module 3: Service Model & Defusing Techniques
- Module 4: Customer Management
- Module 5: Building Customer Rapport
- Module 6: Greeting Customers Professionally

Course 2 - KYC -CW



Course Curriculum

- Module 1: Introduction to KYC
 - Module 2: Regulations and Compliance
 - Module 3: Understanding Customer Due Diligence
 - Module 4: KYC Methods
 - Module 5: Anti-Money Laundering and Terrorist Funding
 - Module 6: Client Risk Rating and Due Diligence Level
 - Module 7: Business-Specific KYC Procedures
 - Module 8: In-Depth Identifying and Understanding the Client
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- Module 9: KYC in Record, Suspicion, and Awareness
 - Module 10: Review and Future of KYC

Course 3 - Retail Management

Course Curriculum

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- Module 01: Introduction to Retail Management
 - Module 02: Retail Strategy and Planning
 - Module 03: Retail Buying and Merchandising
 - Module 04: Retail Pricing Strategies
 - Module 05: Supply Chain Management in Retailing
 - Module 06: Sales Process and Customer Service
 - Module 07: Consumer Behavior in Retailing
 - Module 08: Retail Communication and Promotions
 - Module 09: Retail Site Selection and Location Analysis
 - Module 10: Retail Psychology and Consumer Experience
 - Module 11: Supplier Management and Negotiation
 - Module 12: Retail Security and Risk Management
 - Module 13: Retail Team Management and Leadership
 - Module 14: Multi-Channel Retailing
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- Module 15: Retail Brand Management and Reputation