

## Webinar on Profile building for career choices

Organized a webinar on the topic of How to build profile to Meet the expectations of the Industry by: Mr. S. Bhaskar, Director, IBS Training & Education, EDS Training & Education, Former General Manager, KIML.

Setting clear goals is an essential part of managing a successful company. But while your expectations for your team might shape their individual roles and daily workflows, they're ultimately not the most important expectations your employees should be working to meet. The first step in meeting customer expectations is simply establishing a clear picture of who, exactly, your audience is. And this requires going beyond basic demographic information like age, gender, and location.

As the team that interacts with your customers most often, your support team has a major impact on whether or not your company meets customer expectations.

This means that hiring and training an excellent team of agents is one of the most important investments you can make in your brand. And the best way to ensure that your agents provide the level of service your customers deserve is by setting clear standards.

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**Placement and Training Cell  
&  
Industry Institute Partnership Cell**

*Organising*

**Webinar Series #51**  
**How to build profile to meet the expectations  
of Dream companies**

**Speaker**

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**PRE FINAL YEAR OF B.TECH CSE, IT, ECE, EEE, EIE, MCA  
AND BCA, Bsc CS**

Friday, 4<sup>th</sup>  
December 2020

From 06.00 pm  
onwards