

CUSTOMER SERVICE EXCELLENCE

Emphasis is placed on developing a customer-centric mindset across all service levels, enabling teams to align with Gen Z values such as authenticity, inclusivity, and digital fluency.

DATE

October 15th, 2026

VENUE

AshreiTech Academy, NASTP
Main Sharah e Faisal, Karachi



Trend



Business Intelligence



Hypothesis



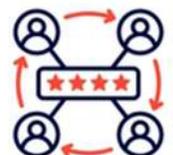
Checklist



Data Collection



Mitigation



Customer Satisfaction

Let's Meet With Our Trainer

SYED FAIZAN AHMAD

He's a Corporate Trainer, Business Consultant, and Executive Coach with a BE in Mechanical Engineering (NED University, Karachi) and an EMBA in Marketing (SZABIST, Islamabad). He is also a Certified Digital Marketer (IDM Pakistan) and a Certified Professional Coach.



EXPERTISE & ACHIEVEMENTS:

A seasoned professional with 14+ years of experience in sales strategy, business transformation, and executive development. Has driven over \$45M in sales, led \$40M in cost optimization, and delivered \$10M in CAPEX value. Worked with Fortune 500 organizations including Shell, ExxonMobil, and GE. Delivered corporate training and executive coaching across 80+ organizations, upskilling 5,500+ professionals and coaching 46+ executives. Actively involved in leadership development through ASME since 2008, mentoring and engaging future generations.



PROGRAM OVERVIEW

This 1-day training program is designed to help professionals understand and respond to today's evolving customer service challenges, including rising customer expectations and the distinct behaviours and preferences of Gen Z customers.

Participants will build practical capabilities to deliver service excellence through proven frameworks, interactive roleplays, and the application of the five elements of uplifting service architecture. The program also focuses on strengthening leadership and communication skills to support meaningful, long-term customer relationships.

LEARNING MODULES

- Challenges & Expectations Gap
- Understanding modern customer service challenges, expectations gaps, and Gen Z customer behaviour.
- Customer Service Excellence Journey
- Exploring the service excellence journey and the five elements of uplifting service through practical roleplay.
- Leadership & Communication
- Strengthening leadership and communication skills to build trust and engage Gen Z customers effectively.
- Levels of Customer Service
- Learning the six levels of customer service, customer feedback tools, and service recovery techniques.
- Developing the Right Mindset
- Building a customer-centric mindset aligned with Gen Z values such as authenticity, inclusivity, and digital fluency.

REGISTRATION DETAILS

Program Fee: **PKR 27,000 + 15% SST** per participant.

Payment can be made via a Payorder in the name of AshreiTech or IBFT to:

Title of Account: ASHREI TECH PRIVATE LIMITED

IBAN: PK61MEZN0099740107642699

Bank Name: Meezan Bank Limited

Nominate a group of 4 and get a 15% discount.

The program fee covers the program manual, certificate of participation, Lunch, Entry Pass, and networking opportunities.

Cancellations can be sent 7 days before the program, after which NO cancellations will be accepted.

For more information, Contact

0333-2775771