

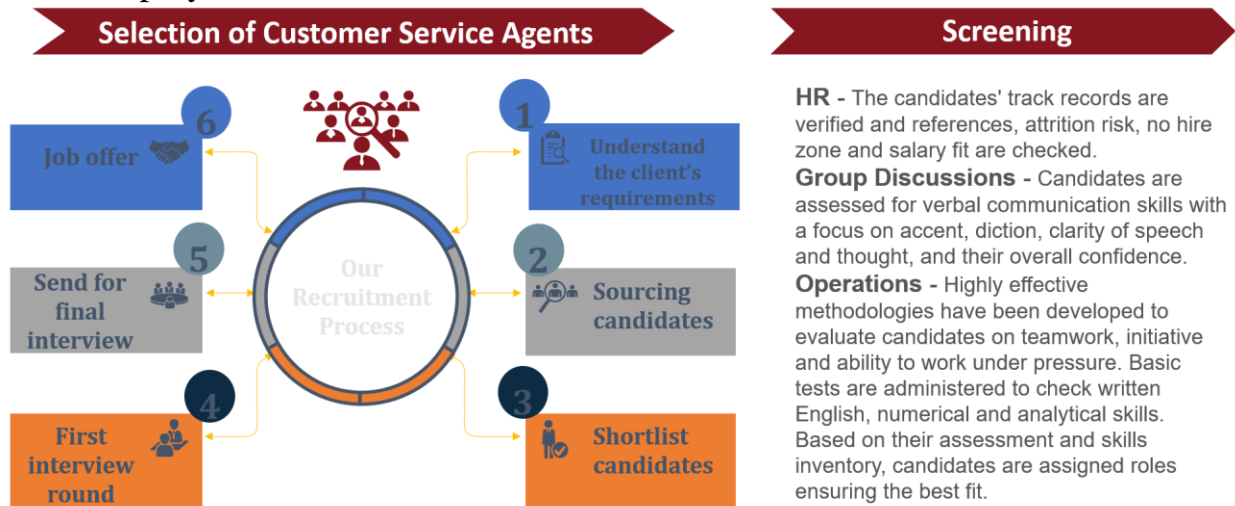


omnipro
ADMINISTRATIVE ACTIVITIES
RECRUITMENT &
TRAINING

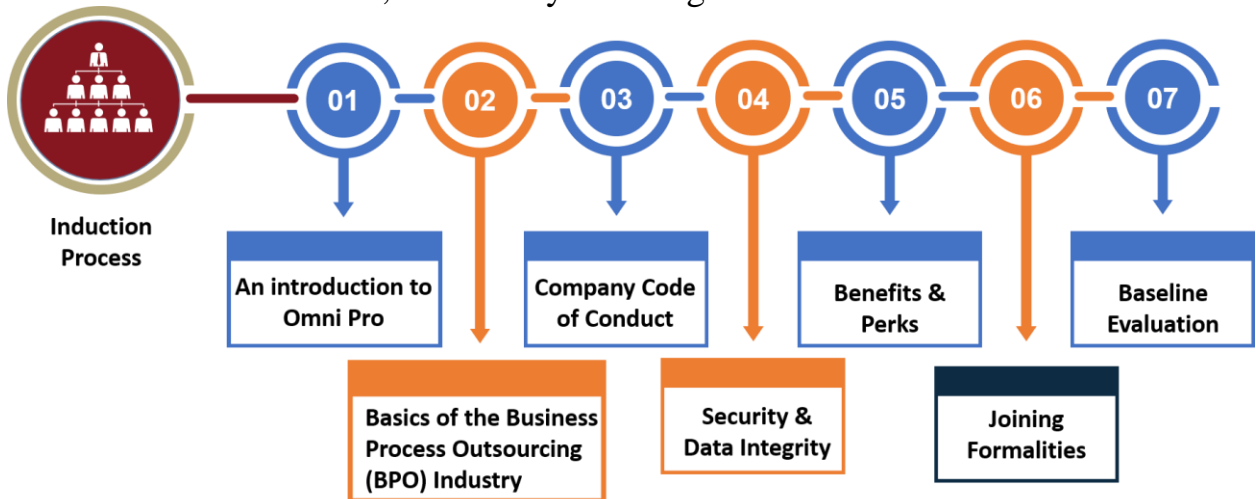
RECRUITMENT & TRAINING

1.1. Recruitment Process:

- Omni Pro call center recruitment and training process ensures that our call center is staffed with world-class personnel and manages one of the lowest employee turnover levels in the business.



- **Induction** :The final step of the call center recruitment process is an induction for the team members, where they will be given information on:

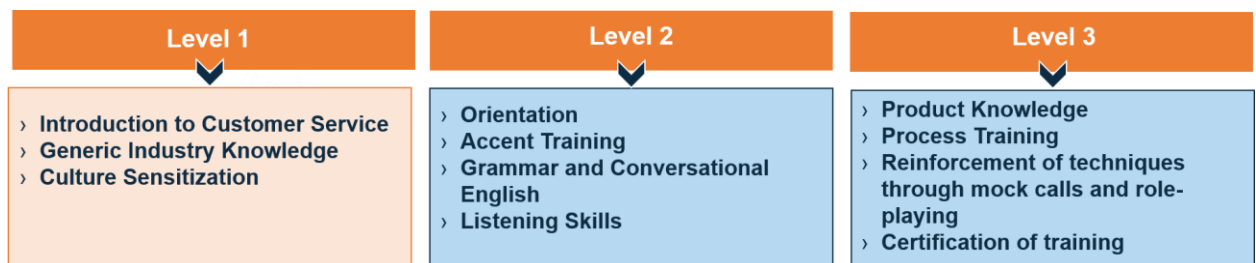


1.2. Training Process

After the Induction is done, we start conducting an intensive training for candidates selected as call center agents. This is done in order to equip them with skills required to deal effectively with high frequency transactional intensity, scalability and continuous process improvement.

All agents at Omni Pro undergo technical and customer support training processes, which empowers them to process customer requirements and provide solutions. The Omni Pro customer service training programs include comprehensive skill enhancing programs, on-the-job training, refresher courses and testing, among others.

Our customer service call center training process is structured into 3 levels starting with a broad industry focus to a more specific company focus and finally, narrowing down to a sharp process focus, with a specific orientation to the needs of clients



1.3. During the Training

We analyze the client's training needs, key performance indicators and SLAs agreed upon, and conceive training modules that are tailor-made to suit customer requirements. Transparency in the call center training process allows clients to participate in the training and certification procedure and to provide relevant feedback.

focuses on:

- Monitoring of associates by the Training Department for a period of 4 weeks from completion of training.
- Tracking associates' learning curve and metrics.
- Devising individual action plans based on areas/opportunities for improvement.
- Need-based training (specific requests for training from Operations or Quality).
- Training updates on modified processes and new products.

- Reinforcement through refresher courses from time to time.
- Soft Skills Enhancement programs.

Sales Training - Special sales training modules focus on:

- Presentation and negotiation skills
- Complaint handling
- Closing the sale
- Effective call handling
- Tele sales
- Lead generation.

1.4. Supervisor Training

Supervisors play a key role in maximizing the team's performance. Specialized training is provided to agent supervisors in all areas towards achieving goals of the organization.

Role of the supervisors:

- Team-Building
- Goal-Setting
- Providing Feedback
- Coaching
- Motivation
- managing customer complaints
- Training
- sales management

1.5. Transition Process

