



جامعة الجميع الذكية
EVERYONE'S SMART UNIVERSITY

Everyone's Smart University

Project (Spring 2021)

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Section

Master

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Advanced project Management

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“Haji Husein Alireza & Co. Ltd. today represents world's leading automobile and truck manufacturers: Aston Martin, Mazda and MAN Trucks. HHA is the exclusive Kingdom-wide distributor for the manufacturers it represents. Customer support is assured through a nationwide network of company owned branches and dealers. A well-developed installment sale, and leasing division provides HHA's customers with consumer finance and credit support”. In my current parts manager position with such Automotive management as exclusive distributor for Aston Marten, Mazda and Man Trucks, Leaders in Middle East Automotive filed, I have ensured procurements contract and finish up deals, mission, and objectives of each supplier orders from out sources. In these roles, I have fulfilled the duties of CRM, warehouse management, as well as composed reports covering various updates to the regional management. I am also tasked with certifying that my work is compliant, reliable, and supportive of senior management confidence. The goal of the research is to clarify important of the selected point for this project to success, which are the main strategy goal to provide the best services to the clients and build an exclusive reputation for the company.

Literature review:

Firstly, there are many studies shows the importance of the selected project to success and provide. “How to make customers feel special?

Show respect to be respected

Remember a simple rule: If you want to get something, you need to give something first. Taking care of your clients and maintaining a professional attitude doesn't have to be hard, just show them respect. It costs nothing to be courteous and it can help you keep your clients in the future.

Actions speak louder than words

Anyone can make promises, but keeping them is a different story. If you operate a hotel and your client is not happy, it's not enough to say that you're sorry. Show them that they are VIP just like any other client and upgrade them to a better room at no extra fee. These actions can calm down upset customers and even change their opinion.

Use proper language when speaking on the phone

Customers are always happy when you listen to them carefully. When they finish telling you about their issues and problems, you can respond: "It seems that you might need..." and end the sentence by paraphrasing to clarify or summarize what the client said. This will show the customer that you have been listening and you will also avoid potential misunderstandings in the future.

Professional discussion requires patience

There are many types of clients – including kind, nervous or furious ones. If your team members are not ready for customers' moods, the whole conversation can result in a failure. Teach your staff to keep their emotional stress under control in all circumstances. Take deep breaths and focus on relaxing your muscles.

Taking good care of the customer also means knowing how to thank them

Customer service agents should always know how to convey appreciation to clients. Forget all cliché phrases used in every other phone call. The thank-you statement should fit the specific situation. The traditional "*thank you for your time*" can turn an upset customer into a furious one. In that case, it would be more appropriate to say "*thank you for your understanding and patience*". Make sure that you communicate in a personalized way.

Professional customer service needs to be trained before the agent makes their first call. The very first customer can be the one who makes a significant purchase in the

future. If your representatives are unable to respond professionally, they can discourage the buyer from future purchases. Don't underestimate staff education and provide them with training to help them improve their performance. You can read more about that here :)"

In conclusion, it is clear that there are main rules to reach to the main management objectives . These rules are extremely important in any project baseline on sales wise. Furthermore, the rules of respecting the customer needs and apply excellence services will reach the project to the improvement and best reputation on the region. In my opinion, the scope baseline of the project must be chosen to a noble objective where will make the employee and the clients will react to it naturally and be happy and pleased.

References:

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