

## About Us

### Salesandmind.com

Established in the year 2010 with an objective to provide cutting edge training to aspirant who wish to choose IT & IT enabled services as a great career choice. We help our client to hire the best people who are trained and groomed by the best trainers from the industry. We place our candidate through our network and business associates.

Our clients range from diverse BPO and Call Centre background that provide services to companies overseas. To strive toward this goal we use the latest training methodology and updated training modules which is at par with the industry so that the candidate are ready to be absorbed smoothly and they have a successful career ahead in BPOs.

Our training campus is centrally located and well connected by different mode of transportation. 24 hours high speed internet connection is available along with other infrastructural requirements.

**“The secret of success is constancy to purpose.”**

**Benjamin Disraeli**



**Salesandmind.com**

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**Salesandmind.Com**

...the dynamic manpower engine

Recruitment | Training | Placement

*“Your Key To Success”*

# Career

## Prospects in BPO

Career growth in the industry is robust and there is a long-term opportunity. The great growth momentum that the industry is witnessing is creating both vertical and lateral career opportunities. There also exists enough growth opportunities in the middle-management and supervisory level within the industry.

## Key to Success

The key to success in ramping up talent in a BPO environment is a rapid training module. The training component has to be seen as an important sub-process, requiring constant re-engineering and our training module is precisely designed with that in mind so that the trainee can be directly placed with our esteemed clients.

## Program Highlights

- Placement in Call Centers and which are registered under the STPI.
- Updated Training Modules.
- Computer Assisted Training.
- Additional - MTI Reduction Program.
- Economical Training Cost.



## Smart BPO Plus Course Content

- ✓ Understanding BPO
- ✓ Customer Service
- ✓ Understanding CRM
- ✓ Telephone Etiquettes
- ✓ Telemarketing
- ✓ American Accent
- ✓ American Culture
- ✓ MTI Reduction
- ✓ Time Zones
- ✓ Mass Marketing
- ✓ Public Speaking

## Training Duration

- ✓ 45 Hours
- ✓ 15 Days

"Training is a very important aspect of the ITES-BPO industry"- Mr. Arjun Vaznaik, COO, Tracmail

## BPO Industry

### Job Opportunities

- ✓ Customer Support Services
- ✓ Technical Support Services
- ✓ Telemarketing Services
- ✓ Employee IT Help-desk Services
- ✓ Insurance Processing
- ✓ Policy Maintenance / Management
- ✓ Data Entry Services / Data Processing Services
- ✓ Data Conversion Services
- ✓ Scanning, OCR with Editing & Indexing Services
- ✓ Book Keeping and Accounting Services
- ✓ Form Processing Services
- ✓ Internet / Online / Web Research

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