



TRAINING FACILITIES

CBS offers a state-of-the-art training facilities including air-conditioned class rooms, lounge and meeting room.

Some of the facilities available:

- Wireless broadband connectivity
- Electronic boards
- Audio-visual equipment (Multimedia projector)
- Photocopying/Faxing/Typing
- Training materials
- Refreshment service



WHY US?

Today's market competition and global changes are influencing the businesses. So we work with our clients as partners to provide them with enhanced solutions to overcome the challenges in the changing business scenario. Our clients are our highest priority; everything we do is client driven and for their ultimate benefits:

- Full service and personal attention from the beginning to the end
- Improve employers' performance
- Maximizing the return on investment
- Provides skills required for each job
- Constructs a framework for human resource development
- Maintaining employers' productivity

'At heart, we are a network of experts who are passionate about finding challenging opportunities that matter to organizations.'



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Creative Business Solutions



Spirit to Grow





WHO WE ARE?

Today's highly competitive businesses demand highly qualified human resources. Thus, "Creative Business Solutions" (CBS) helps organizations in achieving this goal through our tailored training programs to match their strategies.

Our training programs are adapted to the needs of our clients; training aims at the development of professional experts required within the diverse sectors (Service, Pharmaceutical, Maritime, Petroleum, etc.).

All training courses are delivered by highly expert associates. It is all about learning, not just about attending training courses, which contributes to the organizations success.

We believe in training directed towards practical activities, and in which permits the participants to develop their professional skills.

We provide our dynamic services in house and on site, giving our clients the choices of when, where, and how they want to receive the training solutions.



TRAINING SOLUTIONS

Course Catalog

Creative Communication Solutions

- Interpersonal Communication
- Business Etiquette & Net-Etiquette
- Business Ethics

Creative Leadership Solutions

- Frontline Leader
- Managerial Leader
- Effective Team Member
- Build your Dream Team
- Motivate your Dream Team
- Creative Mentoring

- Business Writing
- Cross-Cultural Business Communication
- Dealing with Diversity

- Coaching & Counseling
- Telecommuters Teams
- Emotional Intelligence
- Strategic Decision Making
- Stress Management
- Releasing Conflict

Creative Customer Care Solutions

- Call Center Techniques
- Call Center Management
- Customer Relationship Management

Creative Career Solutions

- Problem Solving for Results
- Career Development
- Change Management
- Conducting Effective Meetings

Creative Sales & Marketing Solutions

- Sales Skills: Introduction
- Sales Skills: Completing
- Sales Skills: Advanced
- Sales Management
- Selling Over the Phone

- Customer Caring
- Service Excellence Basics
- Service Excellence Advanced

- Creating Dynamic & Persuasive Presentations
- Interviewing Skills for Employees
- Win-win Negotiation
- Creative Time Management

- Fundamentals of Marketing
- The Art of Advertising
- Public Relations and Publicity Skills
- E-marketing

Creative Human Resources Solutions

- Quality Management
- Interviewing & Selecting the Best
- Performance Discipline

- Handling Difficult Employees
- Appraising Performance
- Train the Trainer

Hospitality Vocational Solutions

- Hospitality Sprit
- Hospitality Codes
- Front office: Step by Step Process
- Front office: Sales Success

- Food & Beverage Smart Service
- Banquet Setting
- Food Safety: Managing the HACCP Process
- Up-selling Vs Cross-selling

Tourism Vocational Solutions

- Automated System Reservation
- Tour Packaging

- MICE Management

