



Aggarwal College Ballabgarh

LESSON PLAN
18 WEEKS (JULY-NOV)-2024

Name of Faculty: Anamika Gautam
Designation/ Department: Assistant professor

CLASS: B.Voc (RM)		SEMESTER: I	SECTION:A
SUBJECT: Fundamental of Customer service			
WEEK	DATE	TOPIC TO BE COVERED	
1	1-08-2024		
	2-08-2024		
	3-08-2024		
	4-08-2024	S. U. N. D. A. Y.	
	5-08-2024		
	6-08-2024		
	7-08-2024	H.O.L.I. D. A. Y.	
2	8-08-2024		
	9-08-2024	Focus on Customer: Understanding the Customer	
	10-08-2024	Understanding Customer service ; What is good Customer Service	
	11-08-2024	S. U. N. D. A. Y.	
	12-08-2024	Characteristics of Good Customer Service	
	13-08-2024	Types of good Customer Service	
	14-08-2024	Service Marketing Triangle- concept	
3	15-08-2024	H.O.L.I. D. A. Y.	
	16-08-2024	Elements of Service Marketing Triangle	

	17-08-2024	Types of Service Marketing Triangle
	18-08-2024	S. U. N. D. A. Y.
	19-08-2024	H.O.L.I. D. A. Y.
	20-08-2024	Exceptional Customer Service: Concept
	21-08-2024	Methods of Exceptional customer service
4	22-08-2024	Benefits of Exceptional customer service
	23-08-2024	Customer Delight- concept
	24-08-2024	Stages in Customer Delight process
	25-08-2024	S. U. N. D. A. Y.
	26-08-2024	HOLIDAY
	27-08-2024	Customer Delight Vs Customer Satisfaction
	28-08-2024	Methods of Customer Delight
5	29-08-2024	Importance of Customer Delight
	30-08-2024	Role of First impressions in Customer Service
	31-08-2024	Benefits of First impressions in Customer Service
	1-09-2024	S. U. N. D. A. Y.
	2-09-2024	Perception Vs Reality: difference and similarities
	3-09-2024	Assignment 1- Discuss questions
	4-09-2024	Environmental Scanning - Concept
6	5-09-2024	Teacher's day celebration
	6-09-2024	key elements of Environmental Scanning
	7-09-2024	Types of Environmental Scanning
	8-09-2024	S. U. N. D. A. Y.

	9-09-2024	Assignment 1 submission and check
	10-09-2024	Importance of Environmental Scanning
	11-09-2024	class test
7	12-09-2024	Components of culture
	13-09-2024	On Leave
	14-09-2024	Characteristics of Culture
	15-09-2024	S. U. N. D. A. Y.
	16-09-2024	Influences of Culture in Customer Service
	17-09-2024	Value Creation- concept
	18-09-2024	Role & Importance of Value Creation
8	19-09-2024	Steps to measure Customer Value
	20-09-2024	Advantages of Value Creation in work place
	21-09-2024	Election Training
	22-09-2024	S. U. N. D. A. Y.
	23-09-2024	H.O.L.I. D. A. Y.
	24-09-2024	Customer Relationship: concept and benefits & importance
	25-09-2024	Methods of building Customer Relationship
9	26-09-2024	Customer Needs and why customer needs are important
	27-09-2024	types of customer needs: a.product needs
	28-09-2024	b. service needs
	29-09-2024	S. U. N. D. A. Y.
	30-09-2024	methods of identify customer needs
	1-10-2024	customer need analysis

	2-10-2024	HOLIDAY
10	3-10-2024	holiday
	4-10-2024	HOLIDAY
	5-10-2024	election duty
	6-10-2024	S. U. N. D. A. Y.
	7-10-2024	class test
	8-10-2024	Assignment question discuss and doubt class
	9-10-2024	importance of customer value in customer service
11	10-10-2024	Building Customer Rapport: concept and examples
	11-10-2024	On leave
	12-10-2024	HOLIDAY
	13-10-2024	S. U. N. D. A. Y.
	14-10-2024	Assignment check
	15-10-2024	Importance of customer Rapport
	16-10-2024	Methods of building Customer Rapport
12	17-10-2024	HOLIDAY
	18-10-2024	advantages of building Customer Rapport
	19-10-2024	Emotional bank account
	20-10-2024	S. U. N. D. A. Y.
	21-10-2024	Customer Value Equation
	22-10-2024	Doubt Class
	23-10-2024	Empathy: concepts and benefits of using empathy in Customer Service
13	24-10-2024	tips for employing empathy in work place
	25-10-2024	Sympathy concept and sympathy vs empathy

	26-10-2024	Sympathy Vs Empathy: similarities and differences
	27-10-2024	S. U. N. D. A. Y.
	28-10-2024	DIWALI BREAK
	29-10-2024	DIWALI BREAK
	30-10-2024	DIWALI BREAK
14	31-10-2024	DIWALI BREAK
	1-11-2024	DIWALI BREAK
	2-11-2024	DIWALI BREAK
	3-11-2024	S. U. N. D. A. Y.
	4-11-2024	class test
	5-11-2024	problem solving concept and key skills
	6-11-2024	methods to improving problem solving skills
15	7-11-2024	examples of problem solving skills
	8-11-2024	holiday
	9-11-2024	holiday
	10-11-2024	ZONAL YOUTH FESTIVAL
	11-11-2024	ZONAL YOUTH FESTIVAL
	12-11-2024	ZONAL YOUTH FESTIVAL
	13-11-2024	holiday
16	14-11-2024	Customer Interaction Cycle and it's stages
	15-11-2024	H.O.L.I.D.A.Y.
	16-11-2024	on leave
	17-11-2024	S. U. N. D. A. Y.
	18-11-2024	On leave

	19-11-2024	service aspect points of customer interaction cycle
	20-11-2024	pain points of customer interaction cycle
17	21-11-2024	communication style concept , role of good communication style
	22-11-2024	types of communication style a. Aggressive communication
	23-11-2024	b. passive communication
	24-11-2024	S. U. N. D. A. Y.
	25-11-2024	c. assertive communication
	26-11-2024	role of disagreement process in communication
	27-11-2024	importance of selective communication
18	28-11-2024	benefits of assertive communication
	29-11-2024	Doubt Class
	30-11-2024	practice previous year question papers
	1-12-2024	S. U. N. D. A. Y.
	2-12-2024	practice previous year question papers
	3-12-2024	complete syllabus revision
	4-12-2024	on leave
	5-12-2024	test of complete syllabus

Signature