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Application Details

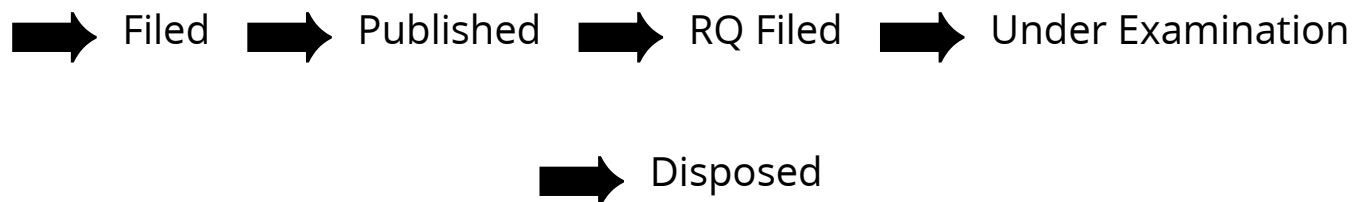
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TITLE OF INVENTION	CUSTOMER SATISFACTION TOWARDS THE SERVICE PROVIDED BY PRIVATE BANKS
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APPLICATION STATUS

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(57) Abstract :

Customer Satisfaction towards the service provided by private banks Abstract In today's modern age, it is very difficult to run any business consistently and profitably. Any business that does not properly satisfy customers will not last long. To earn the respect of customers in service, one must first be able to behave well and politely with others. Being nice and polite to everyone is not an easy task. In a competitive global market, you need to adopt effective strategies to become the best customer service provider. Do not think that such accusations are accusations against you or your establishment, but think that they have come to elevate you in some way. If you find a mistake, you can correct it for the betterment of the institution. Not only that, but the angry customer should not be mistaken. If you think so, it will be very difficult to deal with him in a satisfactory manner. Deal patiently with customer's tantrums doesn't get emotional at any point Listen patiently to their problem thoroughly. Find out exactly what the problem is and ask questions accordingly.

No. of Pages : 10 No. of Claims : 8

<p>FORM 2</p> <p>THE PATENTS ACT 1970</p> <p>39 OF 1970</p> <p>&</p> <p>THE PATENT RULES 2003</p> <p>COMPLETE SPECIFICATION</p> <p>(SEE SECTIONS 10 & RULE 13)</p>		
<p>1. TITLE OF THE INVENTION</p> <p style="text-align: center;">Customer Satisfaction towards the service provided by private banks</p>		
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2. PREAMBLE TO THE DESCRIPTION		
COMPLETE SPECIFICATION		
The following specification particularly describes the invention and the manner in which it is to be performed		

Customer Satisfaction towards the service provided by private banks

Abstract

In today's modern age, it is very difficult to run any business consistently and profitably. Any business that does not properly satisfy customers will not last long. To earn the respect of customers in service, one must first be able to behave well and politely with others. Being nice and polite to everyone is not an easy task. In a competitive global market, you need to adopt effective strategies to become the best customer service provider. Do not think that such accusations are accusations against you or your establishment, but think that they have come to elevate you in some way. If you find a mistake, you can correct it for the betterment of the institution. Not only that, but the angry customer should not be mistaken. If you think so, it will be very difficult to deal with him in a satisfactory manner. Deal patiently with customer's tantrums doesn't get emotional at any point Listen patiently to their problem thoroughly. Find out exactly what the problem is and ask questions accordingly.

Background problem for the innovation

Both experienced and new business people are well aware of the indisputable truth of business: without customers, there are no sales, therefore any business. If you don't use a customer acquisition system, you won't have customers. You need to get to know your potential customer, not in person, of course and his desires, opportunities and needs. Don't waste your advertising money on "everyone" - you'll lose it. Spend them on "your" customer and he will surely listen to you. Now this is the method to solve the dilemma of how to attract customers. It's not a secret you need to know about yourself and a large number of people to make your business successful. If they like your offers, they will become your regular customers. Plus, they'll bring you and their friends. Analyze the activities of competing companies: where they are located, what their sales volume is, how many customers they have, the quality of their product or service, the advertising used. Creating a memorable and attractive design is essential to definitely land in the eyes of a potential buyer. Admit that you won't pick up a blurry pamphlet with static information yourself or throw it away right away. But the leaf is bright, with an unusual title, which evokes the opposite feeling. However, do not forget that during the creative process, contacts, address, phone number must be mentioned. An integral part is a unique selling proposition: tell why the

product is worth buying from your company. Do not forget one simple rule: the main thing for people is that the acquisition brings them benefit. If your offer is more expensive and cheaper than competitors, follow suit. Offer the customer more than one solution to fix the problem. Apologize for the trouble they have caused before starting the conversation with them. Due to this, they are likely to become a little softer and gentler. And it becomes easier for you to handle them further. In these cases you need to be very careful with the words you use. In this way, if you deal with angry customers in a non-emotional manner, you can turn them into regular customers. It's safe to say that attracting customers is practically free. Ask your friends, family, coworkers, and existing customers to tell everyone they know about your offer. After all, the perception of the environment directly affects the credibility of a product or service. A good way to attract new buyers to consumer products is to have an offer to treat, show and talk about the product for free. This is useful because many people cannot buy because of the usual pessimism: everyone is afraid of buying a low-quality product and thus losing money. With activities like demos and tastings, they can learn more about your product without missing anything.

Innovation Model

Ways to attract customers are very different, all limited by your imagination. We have listed only basic, relatively cheap ones that show their effectiveness in 100% of cases.

- Pick up the phone within at least three rings.
- Greet/greet the customer and state your establishment name and your name.
- Speak clearly, calmly and patiently.
- Speak with confidence, enthusiasm and happiness when talking to the customer.
- Immediately note down the information the customer mentions.
- Ask appropriate questions to understand the customer's needs.
- Tell the customer once again to verify the points they have made.
- Do not drink or eat while talking to a customer on the phone.
- While talking to the customer on the phone, if there is another phone call or other urgent work, you can stop the conversation for a while after asking the customer's permission.
- Say thank you at the end of the conversation.
- Do not hang up before the customer hangs up.

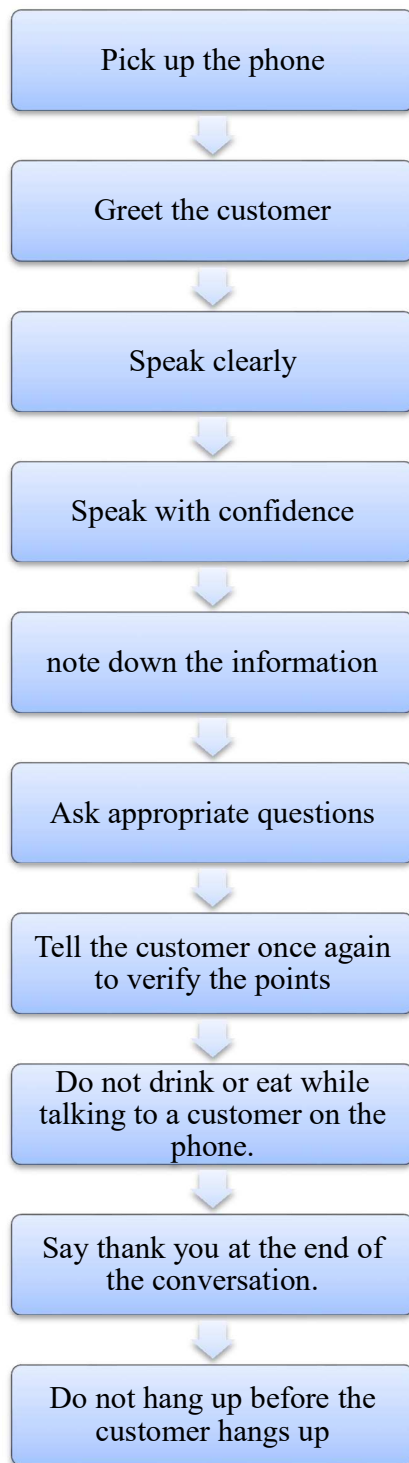


Fig 1: Proposed innovation model

The selling is a complex science and a real art, and at the same time a great field for new ideas and fancy flight. Innovation, originality and initiative are always welcomed and, of course, appreciated by consumers.

Summary of the innovation

Get to know their name in a few seconds of meeting, creating an attraction-connection with customers without even knowing them. Likewise, it is best to state your name at the beginning of the conversation. And you can know not only the names of the recurring customers but also other necessary details during their next meeting and redirect them accordingly. You can turn your customer into a loyal customer by treating them better than they expect. Every human being at some point expects respect and goodwill from others. The customer gets the same feeling. Rather than treating a casual customer like you would treat your boss or the head of a country, treat them with the same courtesy and respect.

Even if they don't do any business now, they may become your customers later or promote your business to others. Pay attention to the customer with some more offers than what they expected, thus increasing the value of the business they have done to you. This is called value added service in English. Be honest, patient and hardworking in business and success will follow you. Strive to become a role model or a better employee in your company or profession. Do the work given to you voluntarily and effectively without being dictated to by others. You don't need to ask anyone for a raise. It will find you. You will develop business with good intentions, be honest, patient and hardworking and be a good customer service and your income and business will improve. Vending is the sale of goods and services through vending machines. It is a system of works of terminals, vending machines for piece goods (toiletries, shoe covers, drinks, and small snacks). This sales method is especially popular with small companies that cannot open their own chain of stores or with business structures with a developed network. Thus, 15% of the products can be sold through the sales distribution network. With the low purchasing power of the population, companies started looking for additional incentives for the growth of trade. In order to increase sales in retail, successful companies have identified key retail trends in real ways sales companies.

One of the essential conditions of pricing is product promotion. Raise or lower prices, offer people various discounts or favorable conditions when buying - these are ways to greatly affect profitability. Pay attention to competing companies. You don't have to look at the competitor's price cut and drop the price of the product. It is good to think about how you can attract customers with discounts. Offer discounts on the same products your neighbors are discounting. Buyers will respond faster to your marketing efforts.

Claims,

1. **Customer Satisfaction towards the service provided by private banks in claims,** We want to see our customers with the good intention of coming to our establishment to spend their hard-earned money effectively.
2. **Customer Satisfaction towards the service provided by private banks in claims,** Just as we think twice before buying a product and see if it is useful or not, so are our customers. So, understand their needs properly and treat them well. In this way, you can easily attract customers by acting with goodwill.
3. **Customer Satisfaction towards the service provided by private banks in claims,** Facial expression and eye contact play a very important role in customer service. The relationship between our clients and us is very important from the first meeting to the end.
4. **Customer Satisfaction towards the service provided by private banks in claims,** The first few seconds of this first encounter account for 55% of attraction. What this 55% depends on is facial expression, eye contact, body language and your clothing. The remaining 45% of attraction is your speech, and 38% is determined by the tone of your voice.
5. **Customer Satisfaction towards the service provided by private banks in claims,** If any customer is attracted to you in the first few seconds, other business conversations will fall into place very easily, so always greet them with a smile and look them in the eye.
6. **Customer Satisfaction towards the service provided by private banks in claims,** Use proper vocabulary when speaking to customers in person or on the phone. Remember that the tone of your voice plays a role of 38%. Use correct, elegant and situational words.

Pronunciation and stress are very important. For example, using lazy, non-stringent words with your customers can make them resentful. So, watch and use words when you use them. This will come through practice and experience.

7. **Customer Satisfaction towards the service provided by private banks in claims,** The role and joint effort of all the co-workers of your organization is very important to satisfy the customer and run a successful business.
8. **Customer Satisfaction towards the service provided by private banks in claims,** Business success becomes easier when every worker performs his/her duties dutifully and unitedly. To succeed in business, behave in harmony, honesty and good manners with co-workers.