

ST APPPOINTMENTS

MAKING OPPORTUNITIES KNOCK ON YOUR DOOR

How to handle your clients

● Top twenty five tips for client relations

1. The most important tip to remember is that good client service starts with good client selection.
2. Develop good client intake procedures.
3. Do not take clients outside your area of expertise.
4. Send non-engagement letters to any potential client you do not take.
5. Do not over-promise. If you cannot deliver on something you promised, contact the client immediately, beg for forgiveness and make certain you never over-promise with this client ever again. Clients are more likely to remember the promises you did not keep than those that you did.
6. ALWAYS tell your client the truth if you make a mistake. Tell the client as soon as you know a mistake has been made. Most clients will forgive a mistake. They will not as easily forgive trying to hide a mistake.
7. Stay on top of technology. Clients want to know that your firm (even if you are a solo) is one of the best and understanding and using technology can give you that edge. If you are not on top of technology, do not "brag" to clients that you are a technodinosaur.
8. Make certain that your work is timely and you keep clients informed about all developments.
9. Never give clients the impression that you are too busy to answer their calls or complete their work.
10. Develop your fee collection policies, put them in writing and give a copy to new (and existing) clients.
11. Discuss your fees and collection policy at the first meeting.
12. Introduce your clients to your staff if you are in a small firm and to your assistant and others in your department if you are in a large firm. Often these staff will have a great deal of contact with your clients.
13. Make certain that your staff understands that they contribute to the success of the practice. Regardless of how many people



you have in your firm, the interaction your clients, or potential clients, have with your support staff or associates is just as important as the contact they have with you. Every person in your firm should be an asset to the practice.

14. Every employee, regardless of how many or how few, should have the same enthusiasm for helping clients as you do.

15. Contact clients regularly. Don't allow the only contact you have with a client be about

- some type of problem.
16. Begin to call at least one client a week just to see how things are going. Keep the call brief, tell them the reason you are calling, and let them know you are there when they need you.
 17. Always return your phone calls within 24 hours. If you can't personally return them, have someone else return them.
 18. Keep your staff informed. If you expect your staff to contribute to your success, and you should, then it is important that you keep them informed about clients and your commitment to providing the best service possible.

Please see Pg 5



CAREER OPPORTUNITIES.



BACKGROUND.

We are a well established technology driven progressive globally manufacturing and marketing company involved as major Accessory Supplier to the Apparel Industry. To complement change, we are focusing on "A fair company on which customers can depend" & "A company creates new values with advanced technology" and have implemented a well planned business expansion programme. YKK Group currently does business in more than 68 countries worldwide and it's latest addition commenced operation at Seethawake Industrial Park at Avissawella and their Head Office is located in Colombo. To achieve our Growth plan we wish to recruit experienced high caliber personnel who will join the growing force in YKK Lanka as a Key player in the market. As a Part of its Market Strategy we are looking forward to below mentioned vacancy at our Head Office, located at Colombo 03.

CUSTOMER SERVICE ASSISTANT – HEAD OFFICE – COLOMBO (FEMALE)

JOB PROFILE.

- To assist in achieving the Sales Budgets of the assigned Customers base & the Sales Group.
- To liaise with the Production Planning / Shipping & Delivery Units and Sales Executives Effectively.
- To provide Professional Customer care to all existing & Potential Customers of YKK.
- Responding to Customer Inquiries Professionally and timely updating with the Management.
- Attending to order inquiries and Product Complaints and Payment collection.
- Proactive attitude for Customer issues and Correspondence with Sales and Marketing Department.

SKILL PROFILE.

- A Smart, Intelligent & Out going personality with high computer literacy, Particularly in Spread Sheets and Power Point.
- Effective, Polite Communication Skills & Fluency in English & Sinhala are prerequisites.
- Should possess the G.C.E (A/L) with Credit pass in English in G.C.E(O/L)
- You will be a Qualified academic with Energy & Enthusiasm (Full or Partly Qualifications in SLIM / CIM is preferred)
- Age preferably below 24 years.
- Prior Experience in Customer Service will play a vital role in your Selection Process.

COMPETITIVE REMUNERATION PACKAGE AWAITS THE RIGHT CANDIDATE

Please call in to get appointments for WALK-IN Interview on 07th August 2008, with Comprehensive Curricular Vitae with Names, Contact Addresses & Telephone Numbers of Two Non Related Referees.

Human Resources Manager,



YKK LANKA (PVT) LTD

Suite 5 A, Landmark Building, No.385, Galle Road, Colombo 03.

Direct: 0115-579230 (Call for Interviews) – Ms.Anjalee.

Tele: 0115-579200-80 Fax: 011-2574614

E- Mail : ravindra@ykk.com.lk



EVEREST INDUSTRIAL LANKA (PVT) LTD.

We are a multinational BOI company located in Katunayake Free Trade Zone engaged in manufacturing of commercial coolers. And we are searching young, dynamic and self motivated individuals for the following vacancies due to our rapid expansion.

Quality Assurance Manager

Responsibilities

- To ensure implementation and maintenance of IMS in accordance with ISO 9001, ISO 14001 & OHSAS.
- To review and modify IMS Manual and other allied documents related to IMS internal audits and the customer complaints.
- To carry out Statistical Analysis of receiving, in-process, final testing & statistical control operations.
- To prepare and maintain documentation related to the department.

Requirement

- University Degree in mechanical Engineering.
- Good command on written and spoken English
- Minimum one year working experiences as Internal Auditor for ISO

Quality Control Engineer

Responsibilities

- Ensuring that finished goods, conforms to the Production Standard Specifications (PSS)
- To evaluate production methods and resources to improve product, processes as well as work force performance.
- Providing on - job training to individuals in production and quality.
- Ensuring an accurate and timely inspection of in process products

Requirement

- Degree in Mechanical / Electrical / Industrial Engineering.

Quality Checker

Responsibilities

- To carry out detailed inspection of all finished products and raw materials accordance with the Inspection Checklist Guidelines.
- To report non-conforming observations

Requirement

- Previous experience in similar position is an advantage.
- Meticulous individual with positive attitude

An attractive remuneration package awaits for the right candidate. Foreign training will be offered on requirement.

Please forward your CV along with names and contact details of 2 non related referees to reach us

within 7 days to;

Operations Manager

Everest Industrial Lanka (Pvt) Ltd

101, Phase 3, EPZ, Katunayake. Fax: 112 2600 63

E-mail: ajith@everestlanka.com Web: www.everestlanka.com