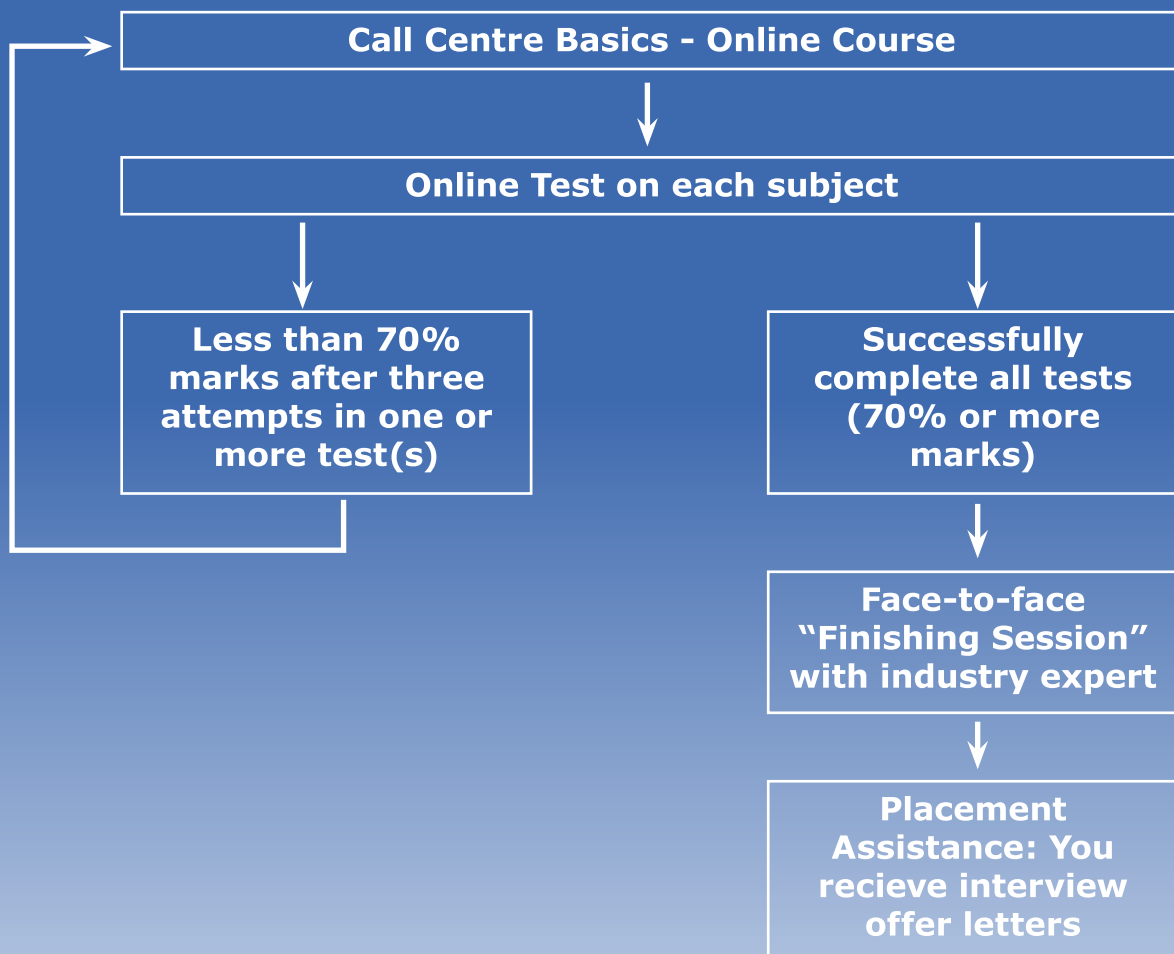


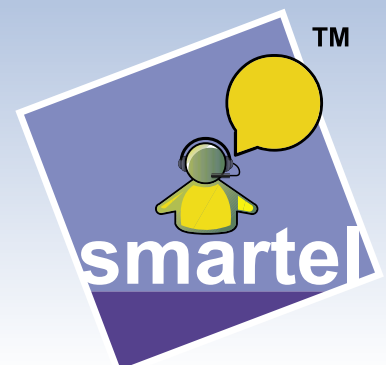


**For the first time in India,
Test & Train online
for BPO JOBS**

“Call Centre Basics” ONLINE COURSE



www.smartel.com



**GET SMART!!!™
GET JOBS!!!**

For the first time in India, Test & Train online for BPO JOBS

“Call Centre Basics” is a pre-induction course to get you jobs in the Call Centre industry. This course is meant to train you on all the different skills required to be a Call Centre professional.

This course will train you on the following subjects:

- Basic of English Grammar (articles, parts of speech, tenses, etc)
- Business Correspondence
- Phonetics
- Intonation
- Word Stress
- Basics of Communication
- Communication Style
- Tele-Etiquette
- Call Handling
- Active Listening
- Preparing for Interviews
- Facing Interviews

The Unique features of this course are:

- Multimedia (i.e. Use of Text, Audio, Video, and Animation) user-friendly online course with 50 hours of free Internet Access
- Online student support
- Online career counseling and guidance
- Number of practice sessions and assessments to test and improve your skills
- You can check your progress report online which is also tracked in our database.
- 8am - 8pm online support from Monday - Friday

We will e-mail a digital certificate once you successfully complete the course. You may print this at your local printer. In case you wish to receive a printed certificate from us the same will be Registered Post/couriered to you on successful completion of the course at a cost of Rs.250/- per course/certificate. You can opt to buy the certificate at the beginning of enrolling for the course or if you wish at after successfully passing course.

How to register for this course:

- Visit www.smartel.com and click on the courses link
- Select the course(s) you wish to purchase
- Follow the payment procedure as guided by the website
- Smartel will e-mail you the student login ID and password within 48 working hours of the receipt of course fees
- Smartel will also dispatch a student kit (Wherever applicable) to the address you have mentioned during the registration process of the online course

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“There is no shortage of jobs; only shortage of skilled people. GOLS (GurukulOnline Learning Solutions™) dedicates itself to provide jobs to tens of thousands of youth through high quality job oriented training across our vast country.”

- Shailesh H. Mehta - eLearning Evangelist & CEO, GOLS

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Fax: +91-22-2614-1111 Extn. 102
E-mail: info@gurukulonline.co.in
ISO 9001:2000 Certified Firm

Student Support Centre
Support Time: Mon – Sun (7:00am to 11:00pm)
E-mail: You can send an e-mail to a SSE (Student Support Executive) at support@gurukulonline.co.in (Response time 24 Hrs)
Online Chat: Live chat with a SSE straight from www.smartel.com
No login ID password required for online chat