

DDUGKY – Uttar Pradesh

Project details:

S.No.	District	Name of the trade/Course	Course code (NCVT/SSC)	Course duration	Mode of Training	Training target Sanctioned
1	Prayagraj	Retail Sales Associate	RAS/Q0104	4 months	Residential	270
2	Prayagraj	Customer Care Executive (Call Centre)	TEL/Q0100	4 months	Residential	270
Total Target						540

Eligibility of candidates/who can apply :-

S.No.	Name of the trade/Course	Eligible age of candidate	Min. Qualification of candidate	Candidate Domicile district	Candidate location (Urban/Rural)	Candidates status
1	Retail Trainee Associate	18-35 year - Male 18-45 - Female	10th Class	Chandauli, Ayodhya, Fatehpur, Jaunpur, Kaushambi, Lucknow, Mirzapur, Pratapgarh, Rae Bareli, Sant Ravidas Nagar (Bhadohi), Sonbhadra, Sultanpur, Varanasi, Amethi	Rural	BPL
2	Customer Care Executive (Call Centre)	18-35 year - Male 18-45 - Female	10+2 or equivalent	Chandauli, Ayodhya, Fatehpur, Jaunpur, Kaushambi, Lucknow, Mirzapur, Pratapgarh, Rae Bareli, Sant Ravidas Nagar (Bhadohi), Sonbhadra, Sultanpur, Varanasi, Amethi	Rural	BPL

Course description:

- 1. Retails Sales Associate:** Individuals in this position interact with customers by giving specialized service and product demonstrations to maximize business in a retail environment whilst striving for continuous improvements in levels of services rendered.

The individual needs to be physically fit to withstand working in a retail environment whilst being customer responsive. They need to have excellent product knowledge, interpersonal and listening skills.

2. Customer Care Executive (Call Centre): Individuals at this job provide customer service support to an organization by interacting with their customers over the phone. They also handle, follow and resolve customer's queries, requests and complaints in a timely manner.

This job requires the individual to have good communication skills with a clear diction, ability to construct simple and sensible sentences; ability to comprehend simple English sentences; good problem solving skills and ability to approach problems logically; strong customer service focus; ability to work under pressure and active listening skills. The individual should also be willing and comfortable to work in shifts.