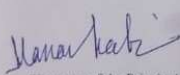
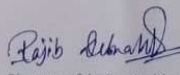
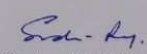


- [illegible]

- **Brief Report About the Event / Programme:** This programme builds up a clear idea among the students on customer handling & team management. A programme on customer handling and management typically aims to equip participants with the skills and knowledge necessary to provide exceptional customer service students were encouraged to do activities under the guidance of enriched faculty member. By effectively handling customer inquiries and complaints, employees can foster greater customer loyalty.

ASUTOSH COLLEGE 92, S.P. MUKHERJEE ROAD, KOLKATA - 700026 www.asutoshcollege.in		BANGABASI EVENING COLLEGE 19, Rajkumar Chakraborty Sarani, Baithakkhana, Kolkata, West Bengal 700009	
STUDENT EXCHANGE PROGRAMME, ACADEMIC SESSION 2024 - 2025			
Between ASUTOSH COLLEGE and BANGABASI EVENING COLLEGE			
Under Memorandum of Understanding (MoU), Dated: 05.05.2022			
1. NAME OF THE FACULTY MEMBER	RAJIB DEB Nath		
2. NAME OF THE DEPARTMENT	B.VOC IN HST		
3. NAME OF THE COLLEGE OF THE FACULTY MEMBER	BANGABASI EVENING COLLEGE		
4. DATE OF STUDENT EXCHANGE PROGRAMME	18/01/2025		
5. IS THE LECTURE DISCIPLINE-SPECIFIC OR INTER-DISCIPLINARY OR MULTI-DISCIPLINARY? (Tick the Option)	<input type="checkbox"/> DISCIPLINE-SPECIFIC <input checked="" type="checkbox"/> INTER-DISCIPLINARY <input type="checkbox"/> MULTI-DISCIPLINARY		
6. IF INTER-DISCIPLINARY OR MULTI-DISCIPLINARY MENTION THE NAME(S) OF THE CONCERNED DEPARTMENTS	1. Customer Handling & Team Management 2. 3. 4. 5.		
7. NAME OF THE TOPIC	CRM		
8. NUMBER OF STUDENTS WHO ATTENDED THE LECTURE			
9. FEEDBACK FROM FACULTY MEMBER ABOUT THE PROGRAMME ORGANISED AS PART OF STUDENT EXCHANGE PROGRAMME	Good to have the class.		
 Signature of the Principal of the Host College PRINCIPAL ASUTOSH COLLEGE 92, S. P. MUKHERJEE ROAD KOLKATA-700 026		 Signature of the Faculty Member participating in the Student Exchange Programme	
		 Signature of the IQAC Coordinator/ IQAC member of Host College CO ORDINATOR IQAC ASUTOSH COLLEGE 92, S. P. MUKHERJEE ROAD KOLKATA- 700 026	

- **Expected Outcome:** Students have gathered immense knowledge on customer handling & team management by the interactive discussion sessions by the faculty member of Bangabasi Evening College. Through the workshop they were encouraged about the interactive learning process, improved communication skills, enhanced customer satisfaction and proactive problem-solving abilities other than the classroom method.

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➤ **Geo-Tagged Photographs: Attached Below**



Manas Kabi
Dr. Manas Kabi
Principal
Asutosh College
PRINCIPAL
ASUTOSH COLLEGE
92, S. P. MUKHERJEE ROAD
KOLKATA-700 026

