



CHARTERED INSTITUTE OF CUSTOMER RELATIONSHIP MANAGEMENT

(Approved by the Federal Ministry of Education)

Announces

TRAINING AND DECEMBER 2015 PROFESSIONAL EXAMINATIONS

This is to inform all intending and duly registered students of the Institute that **June and December** professional examination is scheduled to hold between **26th to 28th June and 11th to 13th Dec. 2015**

Registration for December diet is open to all members of the general public.

ELIGIBILITY: Only registered students who have paid their current subscription to date and examination fees are eligible to write the Institute's professional examinations.

CUSTOMER CARE/SERVICE EXAMINATIONS TIME TABLE

	MORNING SESSION		AFTERNOON SESSION
DATE:	10:00AM - 1:00PM		2:00PM - 5:00PM
FRIDAY	Principle of Marketing (Certificate Stage) Nil for (Diploma Stage) Nil for (Higher Diploma Stage) Nil for (Post Graduate Diploma Stage)	BREAK	Principle of Selling (Cert) Consumer Behaviour (Dip) Customer Mgt. Techniques (H.Dip) Strategic Customer Mgt. (PGD)
SATURDAY	Business Communications (Certificate) Managing Customer Info. System (Dip) Managing Business Operation (H.Dip) International Marketing Mgt. (PGD)		Principle of Customer Care (Cert) Business Relationship Environment (Dip) Relationship Marketing Mgt. (H.Dip) Customer Service Marketing (PGD)
SUNDAY	Business Law (Certificate) Sales and Marketing Research (Dip) Applied Public Relations (H.Dip) Business Policy and Management. (PGD)		Business Economics and Statistics (Cert) Customer Service Management (Dip) Call Centre and Multi-Media Tech. (H.Dip) Customer Relationship Mgt. (Case Study) (PGD)

FEES: Application Form: N5,000, Subscription N2,000, Student Registration: N5,000. ID Card: N500, Total: 12, 500

EXAMINATION FEES: This fees below exclude exemption fee for new students and annual subscription for the year 2014 for old students.

- * Certificate in Customer Care **N12,000**
- * Diploma in Customer Service **N15,500**
- * Higher Diploma in Customer Service **N17,500**
- * PGD in Customer Relationship Mgt. **N20,000**

Examination Centres: Abuja, Akure, Lagos, Markudi, Owerri, Benin City, Ibadan, Jos, Port-Harcort.

Method of Application & Payment: You can download Examination Application Form via www.customermgt.org All payments should be made to **Access Bank Plc, A/c No: 0006609089** in favour of the Institute **Customer Relationship Management.**

For Further Enquiries & Purchase of Forms, Contact:-

Abuja Centre: 08052205072, 08093284918, 07025486822
Jos Centre: 08034212308, 08022007212
P/Harcourt Centre: 08039556807, 07045200976

LAGOS HEAD OFFICE:

No. 3, Ijaiye Road, Opp. Mr. Biggs/Mobil Filling Station, Ogba Odo-Eran, Ikeja, Lagos State. E-Mail: info@customermt.org, lcrminfo@yahoo.com, www.customermt.org.
Tel: 08028804023, 09099175135, 07025725490.

ONDO OFFICE

No 102, Oyemekun Road, Opp. Oyemekun Grammar School, Akure. Tel: 08034194314, 08053929951, 07081208861.

LAGOS LECTURE CENTRES:

Klient Serve Consult Ltd, Suite J305, Road 5, Ikota Complex, VGC, Lagos. Tel: 08087419128.
Grittplus Consulting Ltd, Gobi Villa, 2nd Floor, Front wing by Ile-Epo, Alhaji Bus-Stop, Egbeda Idimo Road, Egbeda, Lagos State. Tel: 08023925365, 08069094262.



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