



Sabre Skilling Pvt Limited  
[www.sabre-skilling.com](http://www.sabre-skilling.com)

# Sabre Skilling

**READY** and **POWERED** for challenging times

Catalogue 2020

# CONTENT



# SKILLING

# LEARNING MANAGEMENT



# Skill interventions to augment knowledge



Sabre Skilling Private limited is a training and consulting company based in Bangalore, India which specializes in designing and facilitating highly customized training and skilling programs. Sabre has clients in India, SE Asia, China, Australia and the Middle east.

Knowledge is available today everywhere, at a flick of a button through the internet, through search engines, distance learning, colleges, schools, publications.

Sabre provides end to end skilling interventions with integrated LMS designed after studying your products and markets to provide your people to develop and sharpen the right skills. The drills, role plays, exercises and the training contents are all customized to your needs.

## Our credentials

- Over **3000** training interventions & **20 years** of training experience
- Over **60000 people** trained across **30 cities** in India
- Associated with over **90+** strong **brands** through the years
- **Rich experience** in the **Retail** domain – worked with over **60 brands**
- Experience in training in **India, China, SE Asia, Middle East and Australia**
- Highly **customized contents** with **in-house** developments of training aids
- Content backed with **in-depth technical study** of your products/markets
- **Innovative** training methods using NLP, DISC
- **Experienced** trainers/ consultants with at **least 10+ years'** experience each

# Our beliefs



## Why engage with us?

1. We **develop training content in-house** in consultation with clients – with specially designed customised aids like videos, pictures, and flash cards. We design contents **designed to bring about change**, apart from a fun factor.
2. **Our trainers/ consultants** each have a minimum of 10 years' experience, and **rich expertise** to grasp the nuances of products and markets.
3. We bring **emotional maturity to engage with a broad spectrum of learners**. Our clients recognise this as important, as we frequently train people who are young, not qualified and even come from low SEC backgrounds, especially in the retail and hospitality sectors.
4. We **speak the language of the people we train** – English, Hindi, Tamil, Kannada, Malayalam, Bengali, Marathi. We conduct programs in the language preferred by clients. This translates to **better learnability**.
5. Sabre aims to provide your people with **optimum skills to develop cutting edges** in the market-place.

# What we do

## PRODUCT SELLING - TRAINING CONTENT & GAMIFICATION

We specialize in designing & developing training content using **flash cards, videos and animation**. This enables easy learnability. Gamification is used to reinforce training in a fun filled manner. The content is created after we research your products and markets.

## RETAIL, QSR & DINING SERVICE - TRAINING DRILLS & PROCESS AUDITS

It's all about 'service' & 'moving it fast' in the Quick Service Industry (QSR) as well as fine dining. We help clearly define **service standards** and specialize in using the 'drill' methodology to impart these skills. **Process audits** are then put in place to ensure adherence.

## HEALTHCARE SERVICES - SOFT SKILLS & PROCESS AUDITS

**Soft skills** are extremely important in the Healthcare services sector. We specialize in inculcating warm customer care in client interactions. This is done through a dynamic blend of customized training and rigorous process audits.

## CUSTOMER ENGAGEMENT – INTERACTION STANDARDS

Conversations rule our lives. People communicate every day, with both internal and external customers. We train people in key **customer interaction skills** in both 'face to face' and **telephone conversations**.

## DEPORTMENT TRAINING - FOR CUSTOMER DELIGHT

Service provides the cutting edge in any sector. **Body language and deportment** becomes all important. 'Service with a smile' ensures customer delight. We focus on essential skills required. Periodic audits ensure compliance with standard operating procedures.

## CUSTOMER FIRST – CUSTOMIZED SELLING & NEGOTIATION SKILLS

Selling skills are the backbone of any organization. We develop customised training programs across different sectors, including manufacturing. This includes **value selling, sales management and negotiation skills**.

## JOSH TRAINING THEMES – CAMPAIGNS TO CREATE A TRAINING CULTURE

Training programs have to be backed with a theme, training system and plan. Sabre helps clients create a complete program with phase-wise waves of training. Sabre creates theme based josh films to be a central theme for training. It then works out **a complete plan including buddy processes**.



# Our Team



**Raghavan Mukund**

Director  
(Based at Bengaluru)

Mukund is the Founder and Director of Sabre Skilling and has work experience of 38 years. Before he turned entrepreneur, he worked in sales, marketing & product management functions for 20 years. He has also been the CEO of INDSPHINX precision which manufactures and exports precision tools for aerospace, electronics and precision engineering. He is an Engineer and undertaken certified courses in senior management from IIM Ahmedabad and TMTC Pune. He is passionate about transforming people and wild life management.



**Ann Joseph**

Director  
(Based at Bengaluru)

Ann Joseph has >25 years of experience. Starting a career in sales with concept selling, she moved to key account management & training for healthcare insurance & then Birla Sunlife Insurance. She has consulted with Thomas International. She is an active director on the Sabre Skilling board & the present CEO. She has designed & mentored over 1200 training initiatives. Ann is also a partner at Workplace Catalysts LLP, a certified debriefer for Harrisons Assessments & a master practitioner in NLP/ Gestalt practice.



**Pradeep Singh**

IT & Training partner  
(Based at Bengaluru)

Pradeep has an overall experience of 18 years in the IT industry starting with Mindtree playing various roles. Started his career as a developer and grew along with the organizations he worked for playing different roles like Project Manager, Delivery Manager, Head - PMCoE etc. Pradeep holds a Bachelors degree in Engineering (Instrumentation and Electronics). He is passionate about project management and skilling. He has implemented many projects and IT projects. He spearheads the LMS platform for Sabre which he had developed for schools.



**Prashanth U C**

Content & Training partner  
(Based at Bengaluru)

U.C.Prashanth has over 19 years experience across the value chain in different organizations . Interest in machines led him to pursue an academic career in Mechanical Engineering . He has worked in Kirloskar Electric , TaeguTec India , Asipac and Thoughttrain in wide ranging functions like Production, R & D, Application Engineering, Sales, Marketing, Market Research and Corporate Communication. Speaks Kannada Hindi and English

# Our Team



**Padmasini R**

Training partner  
(Based at Bengaluru)

Padma is a MBA in HR with over 14 years of experience. She started as a school teacher teaching before her MBA and quickly went on to work with several companies like ICICI Bank, Mitsubishi & TERI in customer service functions. She speaks all the south Indian languages and hindi fluently. She is passionate about. She speaks Tamil, Kannada, Telugu, Malayalam and Hindi & English



**Jayashree Marakini**

Training partner  
(Based at Bengaluru)

Jayashree has over 20 years experience. She did her PGDBM from XLRI in HR, IR and OD. Her first stint was with Titan Company where she has worked in Learning and Development and then in Sales. She has also worked in Kaya Skin care as operations manager south and Dairy Farms and head marketing. She has consulted and has been involved in training content development initiatives. Speaks Kannada, telugu, hindi, english



**Malini Bharath**

Training partner  
(Based at Bengaluru)

Malini has done her MBA and has 15 years experience. She has worked mostly in Apparel exports and retail apparels. She is a NLP practitioner and trainer for "Breaking patterns creating change". She specializes in skills training for colleges and schools. Speaks Kannada, Tamil, Hindi and English



**Sanjay Srinivas**

Training partner  
(Based at Bengaluru)

Sanjay Shrinivas is a certified trainer in retail, finance and banking. He has 24 years experience in sales and marketing training. He has worked in NIS Sparta and Pantaloons and has done many training programs in product, process and leadership in retail. He speaks 5 languages - English, Kannada, Telegu,, Hindi and Tamil.

# Our Team



**Vaishali Butalia**

Training partner  
(Based at Pune)

Vaishali has over 13 years' experience in areas of Hospitality, Academics, Business and Human Resource Development. She has her diploma in hotel management and also done a management course in IIM Bangalore. She has trained workshops in soft skills and has been a trainer for KFC for 2 years in Punjab. She has rich apparel experience. Speaks Punjabi, Marathi, hindi and english.



**Jayanti Soni**

Training partner  
(Based at Delhi)

Jayanti has over 14 years of training experience. She started working for several Call centres and BPOs and is a certified skills trainer from India Skills. She has worked as a store manager for Addidas. She has also worked as a freelance trainer for 6 years when she has been involved in several retail training interventions for Arvind, Shoppers stop and Dominos. She has rich apparel experience. Speaks Punjabi, Hindi & English.



**Rachita Kanuongo**

Training partner  
(Based at Gurugram)

Rachita has an overall experience of 7 yrs in HR functions. She has implemented HR strategies, Organisation development and People development. She has her post graduation in MBA with hospital and healthcare management. She has also worked in Hospitals like Sankara Eye hospital and ESI Hospitals handling HR functions and people development. She has also had a brief stint in an Engineering manufacturing company heading HR functions. She has apparel experience. Speaks Hindi, Punjabi, English.



**Bhawna Grover**

Training partner  
(Based at Gurugram)

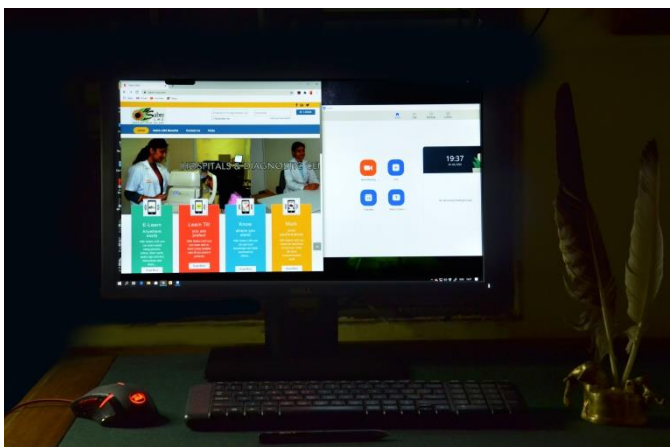
Bhawna Grover is a MBA in HR and post graduate diploma in Hospital and Healthcare. She has rich experience of 8 years in on boarding induction training and performance management. She has worked with ESI hospital, Appolo hospitals and Escorts heart centre. She speaks Punjabi, Hariyanvi, Hindi and English



# LEARNING MANAGEMENT – Sabre LMS Platform

As business operations enlarge, many companies find it difficult to skill employees in a structured, continuous way, unless they invest in large HR teams. **Sabre-LMS is a learning management software customized to client's requirements.** We understand organisation competencies and design skill enhancement programs to monitor and grow people. Sabre-LMS platforms are used to automate the learning process and integrate performance management.

- Easy to learn content – which are **picture, video and animation based**
- **Learn, self-test, tests by buddy trainers & mystery audits** – all in the software itself
- **Performance dash boards** bench mark the performance
- Data can be uploaded into the company's **performance management system.**
- **Compatible with** smart phones, tablets and laptops and all the OS
- Sabre-LMS team helps design contents for the LMS platform, **monitors and administrates the learning system** along with customer admin teams.



All Sabre designed contents can be E Learnt or E trained using this platform. Through the LMS system the users can self revise and test themselves till they are perfect. Buddy audits and mystery audits including certification is automated.

Performance management is automated



**One stop  
learning solution**



**Engaging  
learning**



**Learning  
made easy**



**Effective  
Evaluations**



**Performance  
mapping**



**Easy learn  
across devices**



## E Learn Anywhere easily

With **Sabre-LMS** you can learn easily using pictures, videos, flash cards, audio clips text instructions and notes...

You can self learn or even learn in groups. Group discussions are easily possible between registered users. The portal provides provision for self notes.

With any browser you can access the portal using smart phones, tablets, desk tops. The portal supports most popular operating systems like iOs, Android, Windows.



## ...Till You are perfect

With **Sabre-LMS** you can learn and re-learn using multiple aids till you know it perfectly...

Making mistakes is a good way to learn and re-learning helps you to be clear with the concepts without confusions.

Self test yourself as many times you want. The **Sabre-LMS** data base stores and keeps track of all your scores like a video game, to encourage you and for you to know your improvements improving.



## ...Know Where you stand

With **Sabre-LMS** you can get your knowledge and skills assessed by others...

Now after you have mastered the topic and scored the maximum, it is time to get this score checked by others.

Request on the portal for a assigned internal trainer or a buddy to check you. Take a face to face test to help you to gain confidence and master the topic. Know where you stand with respect to your peers.



## ...Mark Your performance

With **Sabre-LMS** you climb the next level of success. Clear the final, surprise/mystery audit

Finally, after you have scored a distinction in the 2<sup>nd</sup> level buddy test you can climb to the last level for taking a final mystery /surprise audit.

This audit will be done by an external master trainer who will assess you face to face and watch you perform in your tasks. These scores will be recorded for your growth.



## Sabre LMS - Differentiators

1. **Interactive learning:** The contents used are interactive using videos, audios, flash cards and notes in different languages. Contents can be easily managed, updated and changed. Power Points and PDFs are not used.
2. **Sabre content management:** The content creation, management, setting of tests and learning architecture can be done by Sabre Trainers. Sabre has 20 years experience in Retail training and content development.
3. **Self test** till you are perfect. The system enables users to take as many self tests as they want. The tests have pictures and videos to make it interesting. The user dashboard shows the tests taken and the scores. It has facility to view the answers.
4. **Audit systems:** The system includes 2 levels of audits. The buddy audit which is a face to face or assisted learning assessment. The question bank is different compared to self test. It also has provision for mystery audits. External audits can be scheduled in the system and tracked. Company admins can schedule the audits. Sabre auditors can also do audits as external auditors.
5. **Buddy Evaluations** : The system provides assisted learning. Buddies can use the contents to train users. The users can take self tests with buddy supervision. Users can rate the buddies. The buddies can be scored tracked and assessed.
6. **Tracking the learning:** Administrators can track learning through dashboards and status screens which show who is learning what and what has been tested and what needs audits.
7. **Multiple platforms** can be used to learn anywhere. Access is easy with a downloadable App in Google play and App stores

# Our clients

Segment	Brands
Lifestyle durables	    
Jewellery	    
Youth Fashion	     
Apparel	     
Department stores	    
Super/Hyper markets	   
Ethnic wear designer wear	   
Outdoor and footwear	    
Wellness and health care	    
Luggage and accessories	  
Intimates	 



# Our clients

Segment	Brands
Food retail	  
Aviation	 
Machine Tools	  
Materials & Construction	   
Oil and lubes	 
Tools	            
Web service & Print	 
Equipments	 
Grinding	   

# Testimonials



Sabre has been a preferred partner for us for Learning and Development mainly due to the quality of their work coupled with passion and dedication. No job is too small for them, no detail too small to be ignored, no deadline too daunting – a perfect recipe for long standing business association.

Shyamala – Ex President HR, Café Coffee Day, CHRO - Wildcraft



I have always found your training interesting and practical. The biggest challenge training retail staff is their short attention span. But your teaching methods have been innovative and you have been able to get the students being attentive. I was particularly impressed with the innovation when training was imparted without getting the participants to sit down the whole day

Subrata Dutta – President, Samsonite Asia and Middle East



We are truly grateful for associating with Sabre Skilling in building capability in product knowledge and customer service. Your team members understanding, focus on delivery and its effectiveness has been commendable. Our associates are astonished with your detailing, live examples and approach.

Minor Ganesan – Sr Vice President HR - Jockey