



The Project and People Company



Make the Workplace Work

Fáilte Ar Ais ***Re-kindling Customer Service***

In today's world of social networks, blogging and i-everything, it's easy to lose sight of the ordinary, everyday, common courtesies when dealing with our customers and work colleagues.

With so many things to distract us, it's easy to forget that our customers need our attention in a timely and professional manner. Agnition has delivered this one-day programme to a wide range of businesses who want to serve their customers better.

Take time out in this Workshop to look at how important the basics still are in the face of today's fast, instant and immediate pace and re-ignite the Essentials of

"We gained new skills for dealing with difficult situations and for dealing with all manner of customers" **Retail Store Manager**

"Gives a fresh approach – 'return' while maintaining 'soft people' issues" **Area Manager**

Workshop Content

Re-ignite the Essentials of Customer Service

- 1 Winning Attitude
- 2 Commitment to the Customer
- 3 The Retail Experience
- 4 Active Listening Skills
- 5 How Customer Contacts go wrong
- 6 Workplace Etiquette



The Workshop will be highly interactive and based on real life scenarios that you encounter every day.

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