

In association with



Management Business Solutions (MBS)



legal-island

How would you create confidence in your customers?

How would you handle an irate customer?



Thank you for a fantastic workshop. We look forward to working with MBS in the future.

Rhonda Lynn, Belfast City Council

Customer First
The Customer Care & Service Programme

www.legal-island.com

Introductory Price

Just

£95
+VAT

Legal-Island Training Centre, Antrim
Tuesday 24th August 2010

Customer First

The Customer Care & Service Programme

What is this Programme About?

This Customer Care & Service Programme has been specifically designed to address and meet the needs of employers and businesses to increase sales and customer satisfaction by developing their managers and staff in the delivery of excellent customer service. It will also meet the growing need to promote personal safety and risk awareness among employees who work in customer service environments.

What are the Programme Objectives?

- Increased awareness of current innovative sales and customer care techniques.
- Development of enhanced customer relationship skills, leading to increased sales, customer loyalty and revenue generation for your business.
- Increased awareness of conflict management and dynamic risk assessment techniques aimed at equipping managers and staff to deal effectively with situations which may place them and their customers in jeopardy.

Who Should Attend?

Managers and Staff of customer facing organisations in all sectors including:

- Retail Outlets.
- Hospitality & Catering.
- Health & Social Care.
- Care/Nursing Homes/Sector.
- Public Services.
- Local Government.
- Community & Voluntary organisations.

Learning Outcomes

- Increased awareness of delivering excellent customer service.
- Equip managers and staff to recognise and effectively manage potential conflict situations with customers.
- Further development of customer service skills leading to increased customer satisfaction and loyalty.
- Increased sales and profitability.

Duration ~ Date ~ Location

Full Day Programme: 9.30am-4.45pm

Legal-Island Training Centre, Antrim

Tuesday 24th August 2010

Facilitator

Joe Blair ~ Management Business Solutions

Cost

Introductory Price £95 + VAT

- 95% of complaining customers will do business with you again if you resolve the complaint instantly.
- For every customer who bothers to complain, 26 customers remain silent.



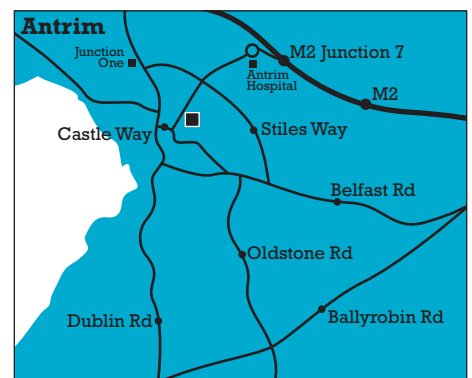
- The British Retail Consortium (BRC) Crime Survey showed incidents of violence and abuse against shop staff doubled in 2009. Physical violence rose 58%, verbal abuse by 37%.

The learning from the MBS training and development programme has become a foundation stone for 2b.

Martin Barlow, 2b-creative

How to find us

You will find us 200m from Antrim Railway and Bus Station.



Programme Overview

The programme introduces staff and managers to innovative customer care concepts, sales and complaint handling techniques. It equips people with an increased awareness of conflict management and personal safety in modern customer service workplace environments.

The style of delivery is supportive and highly interaction with group working, case studies, self assessment and role-play based on real workplace scenarios.

Programme

- 9.30 **Welcome, Introductions & Overview of Programme**
- 10.00 **Customer Care, Key Principles & Concepts**
Human Business Model, Cycle of Service, Customer Interaction and communication including self-assessment exercises.
- 11.00 **Break**
- 11.15 **Delivering Excellent Customer Service: The Three Ring Model**
Introduction to an innovative concept and approach to increase awareness of proven methods of delivering excellent customer service.
- 12.00 **Group Working**
Case studies highlighting key issues linked to customer service.
- 12.45 **Lunch**
- 1.30 **Sales Technique & Customer Service Skills Role Play Scenarios**
Designed to increase awareness of current best practice sales techniques with an opportunity to practice customer service skills in a supportive environment.
The session includes feedback to further develop individual sales and customer service technique.
- 3.00 **Break**
- 3.15 **Conflict Management & Dynamic Risk Assessment Techniques**
An introduction to managing conflict with an emphasis on increasing understanding of personal safety and how to minimise risks related to working in customer facing workplace environments.
- 4.15 **Complaint Handling**
Guidelines for dealing effectively with complaints and introduction to a Service Recovery Model.
- 4.45 **Review & Close**

Facilitator

Joe Blair Trainer & Consultant

Management Business Solutions (MBS)

A graduate of Queen's University Belfast, where he studied Business Studies and Industrial Relations, Joe qualified as a Training and Development consultant, through the Chartered Institute of Personnel and Development (CIPD). Joe has extensive experience in the field of organisation development, training and facilitation in all sectors. Joe is a facilitator with the Belfast Entrepreneurs Network (BEN), designing and facilitating programmes on Intelligent Leadership and Customer Care and mentors organisations in Customer Service Management. Joe worked for BT in a number of roles including Management Development and managed Customer Service Sales teams as an operational manager in BT's Customer Service Division and had additional responsibility for staff development as an NVQ Customer Service Assessor. Joe is widely respected as a specialist in Customer Care.

Contact Details

Mobile **07515 282853**

Email **joe@managementbusinesssolutions.co.uk**

I found MBS Associates training to be refreshing, honest and straight talking.

Alan Braithwaite, Business Director,
Abacus Professional Recruitment

**Book early to avoid
disappointment –
places are limited to 20**



Registration Information

When booking please remember to quote the booking code: **12/5/2010**

Book early to avoid disappointment – places are limited to 20

Event

Customer First The Customer Care & Service Programme

Legal-Island Training Centre, Antrim ~ Tuesday 24th August 2010

Your Details

Title (Mr, Mrs, Ms etc) _____ Name _____

Job Title _____

Organisation Name _____

Organisation Address _____

Postcode _____

Telephone No _____

Fax No _____

Delegate Email Address _____

An email address for the delegate is essential for purposes of pre & post conference learning as well as confirmation of booking. Legal-Island will not disclose your email address to any third party for whatever reason.

Cost and Payment

Invoice Address (if different from above) _____

Name of Accounts Payable _____

Telephone No of Accounts Payable _____

Purchase Order Number (if applicable) _____

Cost per delegate for this Workshop

Introductory Price £95 +VAT

Cost includes refreshments and all notes and exercises. Lunch will be supplied.
For bookings of five or more people at any one event please contact NI Events Manager directly.

Method of Payment

Cheque (payable to Legal-Island). For credit card payments go to **www.legal-island.com** and **receive 10% discount off the standard rate.**

Please indicate if you have any special dietary, learning or access requirements.

Terms & Conditions

A place will be confirmed via email on receipt of this signed booking form, which creates legally binding obligations for both parties irrespective of attendance on the day.

Please complete one form per delegate in capital letters. Please ensure a purchase order number is indicated if necessary. For collection of payment it is necessary to provide us with a contact name and number of your accounts payable department.

Cancellations/Amendments

Cancellations will incur the following charges Over 28 days 15% of course fees 15-28 days 50% of course fees 1-14 days 100% of course fees.

Cancellations must be received in writing prior to the event. Substitute delegates can be used and names changed on the day. No transfer to future events is permitted.

Please note an admin charge of £50 is applicable for any permitted changes to bookings once confirmed including change of delegate name, re-invoicing or issuing of credit notes.

Please note that the content for each event published here is meant as a guide only and is subject to change. We reserve the right to amend a programme or cancel an event at any time for whatever reason.

A certificate of attendance is provided within ten days of the event, which may be used to obtain CPD points where applicable.

For full terms and conditions please check online at www.legal-island.com

Signature Accepting Terms of Booking



please return your completed registration form to

The NI Events Manager, Island House, Station Road, Antrim BT41 1BH

Telephone: 028 9446 3888 Fax: 028 9446 3516 Email: events@legal-island.com

www.legal-island.com

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