

## Effective Customer Service



**Effectively manage customer relationships by building trust and creating a professional impression.**

### Who is it for?

Anyone who has responsibility in dealing with customers and developing business relationships.

### Overview

In an ever changing world, service to customers is a critical area of development for all businesses and organisations. Awareness of the customers needs, and in an effort to offer excellence in the 21st century, Palladium have developed a workshop to meet the needs of both Internal and External customers, by highlighting the value of service and ensuring `your` staff are ambassadors of `your` business at all times.

### Workshop Objectives:

- Provide an excellent customer experience.
- Appreciate and Value the importance of the customer.
- Define the role of the customer representative and it's impacts on the organisation.
- Apply a procedure to ensure customers are the number one priority.
- Provide a service that is the envy of all your competitors and the pride of your organisation.

### Investment

Total investment for this one day workshop is £140 per person. Alternatively, this workshop can be delivered internally to your organisation for a total investment of £1154, irrespective of how many delegates from your organisation attend. This cost includes all relevant materials but excludes any costs associated with the venue.

If you are interested in arranging a training workshop for yourself, or your organisation and would like further information please do not hesitate to contact us at:

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