

**DELIVERING AN OXFORD
WELCOME**

| <i>Course Code(s)</i> | <i>Course Date(s)</i> |
|-----------------------|----------------------------|
| OW | 13 th June 2013 |

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| <i>Main Aim and Key Benefits:</i> | <p>An excellent programme concentrating on improving customer service skills. This will ensure your college to:</p> <ul style="list-style-type: none"> • Increase sales and profitability • Build repeat business • Provide higher standards of service for all customers • Enhance customer satisfaction and reduce complaints • Improve staff understanding of customer value <p>The course can help employees acquire new customer service and communication skills, as well as improving their knowledge of local facilities and services</p> |
| <i>Course Content</i> | <ul style="list-style-type: none"> • Tourism in England • Customer service • Communication techniques • Creating a positive impression • Importance of customer feedback • Personal action plan |
| <i>Training Methods:</i> | <ul style="list-style-type: none"> • Presentation • Syndicate Exercise • Group Discussion • Role Plays |
| <i>Who will benefit from attending:</i> | For all customer contact employees |
| <i>Duration:</i> | 1 day |
| <i>Certification:</i> | Progressive Training |
| <i>Fee (excl VAT):</i> | £167.50 |
| <i>Training Provider:</i> | Progressive Training |

Progressive Training can develop a bespoke product knowledge game which can be used in-house to test staff knowledge of your College, its history, policies and procedures, its facilities and general knowledge about Oxford. Ideal for consolidating induction and customer service training. Contact Progressive Training for more details and costs.