

**SEEING YOUR COLLEGE THROUGH
YOUR CUSTOMER'S EYES**

<i>Course Code(s)</i>	<i>Course Date(s)</i>
	Available to book in-house

<i>Main Aim and Key Benefits:</i>	A highly recommended half day module to focus staff on the importance of maintaining the standards set by the College at all levels and in all departments. This course involves a practical team exercise based on real examples. Great feedback and results achieved in 2012.
<i>Course Content</i>	<ul style="list-style-type: none"> • Promises made to your customers • Think like a customer • The customer journey • You make the difference • 'Under the spy glass' • Action plan
<i>Training Methods:</i>	<ul style="list-style-type: none"> • Presentations • Syndicate exercises • Group discussions • Practical team exercise to identify where standards are being met and where there are areas for improvement
<i>Who will benefit from attending:</i>	All members of staff with responsibility for maintaining College standards across all departments
<i>Duration:</i>	½ day
<i>Certification:</i>	OBT and Progressive Training
<i>Fee (excl VAT):</i>	£500 for up to 12 delegates
<i>Training Provider:</i>	Progressive Training