

WINNING SERVICE WORKSHOP



It's tough out there.

Are your 'troops' trained and ready to win?

There's a good reason other businesses are known as your 'competition'. Like you, they are focused on winning. Winning customers; winning share of wallet; and beating their competition (that's you!).

Fortunately, winning in business doesn't have to be a battle. As long as there's a clear vision, a solid strategy, and well trained 'troops' who are committed to delivering excellent customer service.

Since it is usually your client-facing staff and junior managers who are at the frontline of your business, they need to be your real service heroes. Which is why you need to arm them with the understanding, knowledge and service tools they need to win.

And N'lighten's Winning Service Workshop is designed to help you do just that.

This hands-on workshop is like basic training for your employees, supervisors, and junior managers - designed to ensure that they have a full understanding of the importance of creating exceptional customer experiences, and are equipped to do so.

No successful leader would send their 'troops' into battle without good training and effective tools. Neither should you.

UPCOMING WORKSHOPS

MARCH 2012

8th - Winning Service Workshop (CPT)

13th - Winning Service Workshop (JHB)

MAY 2012

15th - Hospitality Winning Service Workshop (JHB)

JUNE 2012

7th - Winning Service Workshop (CPT)

12th - Winning Service Workshop (JHB)

AUGUST 2012

16th - Winning Service Workshop (CPT)

21st - Winning Service Workshop (JHB)

SEPTEMBER 2012

11th - Hospitality Winning Service Workshop (CPT)

OCTOBER 2012

18th - Winning Service Workshop (CPT)

23rd - Winning Service Workshop (JHB)

YOUR INVESTMENT

The full-day workshop costs just R1 750 (excl. VAT) per delegate, which includes refreshments, lunch, learning materials, a certificate of completion, and the very latest cutting-edge customer service information and tools.

And remember, for every four delegates you book on the Winning Service Workshop, we'll give you one more space FREE!

So you get 5 service heroes for the price of 4.

For more information on the workshop, please contact Erin James on: **021 794 7533** or email her at erin@nlighten.co.za.

BOOK NOW

SO WHO IS N'LIGHTEN ANYWAY?

Since its establishment in 2005 N'lighten has been helping businesses make a lasting impression on their customers by delivering excellent service and an unforgettable customer experience. Using our proven expertise in customer service research, strategy development and training we are passionate about helping our many satisfied clients across a range of industries, from retail to hospitality, create the type of customer experience that not only keeps existing customers coming back, but also attracts new ones.

As a result of our expertise in creating exceptional customer experiences, the forward thinking businesses that partner with N'lighten enjoy market share growth, sustainable profitability regardless of economic conditions, and a level of loyalty amongst their customers that is the envy of their competitors.

N'lighten



www.nlighten.co.za