

Moments of Truth

If you're looking to create exceptional Customer Experiences – then this is the workshop for you. A simple process based around real life experiences that you can easily translate to your business.



• Learn • Apply • Change • Grow

➔ What will I learn?

- How to make every customer touch point a positive one
- Four key behaviors that can change your business forever
- How a global brand went from last to first in 18 months using this simple philosophy
- Highlight YOUR key areas to improve on & action them straight away

➔ Content

- Develop step by step processes to transform your business
- Learn how to view your business from the eyes of a customer
- Introduce 4 key behaviors into your business that will transform how your business is perceived by your customers

➔ Personal Development

Key skills that are developed during this course include:

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➔ Who Should Attend

Business owners, managers and teams looking to improve Customer Service and add real value to the experience.