



WORKSHOP

CREATING A CUSTOMER CARE ENVIRONMENT



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COURSE INTRODUCTION

DRA Consulting is a Management Consulting and Training Organization that has been providing exceptional Soft Skills Training and Customer Care Solutions to its Caribbean clients since 1996. The organization is committed to transforming individuals into high performing business professionals and organizations into world class, cultures of service.

As Management and Customer Care Consultants we have interacted with Line Managers and Supervisors often and have discovered a lack of modern, up to date skills at this level. As a result, Managers and Supervisors have been unable to respond effectively to the demands of an evolving workforce.

One of the requirements of the Modern Day Manager, is the ability to not only oversee the everyday operations of their department, but to ensure that they create an environment that enables and supports the delivery of Quality Customer Care to Customers.

This 1 Day Workshop will introduce Managers to some of the necessary actions and practices for creating a service oriented team.

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Our Clients have included:-

* Sagicor:-



* Hilo:-



* Family Court:-



* Guardian Life:-



* Tru Valu:-



* WASA:-



*Unit Trust Corporation



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Who will benefit ?

1. Managers
2. Supervisors
3. Newly Appointed Managers & Supervisors
4. Team Leads



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PROGRAM PARTICULARS

- ▶ Duration : 8 contact hours /1 day
- ▶ Time : 8:30am – 4:30pm
- ▶ Investment : \$1,400.00 (No Vat Added)
- ▶ Venue : DRA Consulting, located at #3 Henry Pierre Street, Woodbrook.
- ▶ Directions : Heading West on Mucurapo street Woodbrook, turn right onto the second street after Fatima College. DRA Consulting's office is the second building on the left.
- ▶ Lunch : Lunch and refreshments will be provided.
- ▶ Contact Info. : Office No: 662-6762 Email: info@draconsultingt.com.
- ▶ Certificate : All Participants who successfully complete the Workshop will receive a Certificate of Participation

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PROGRAM TOPICS

- ▶ Understanding Customers
- ▶ Customer Service vs. Customer Care
- ▶ The Customer Experience Brand
- ▶ The Language of Service
- ▶ Solution Language
- ▶ Solution Oriented Behaviours
- ▶ Swift Service Recovery
- ▶ Measurement Systems



DRA CONSULTING

At Your Service

THANK YOU FOR YOUR INTEREST IN

“CREATING A CUSTOMER CARE ENVIRONMENT”

