

A man in a blue shirt is seen from the back, presenting to a group of people seated around a table in a meeting room. The room has large windows and is brightly lit.

Brill!ant

CUSTOMER SERVICE

The JCB logo, consisting of the letters 'JCB' in a bold, white, sans-serif font inside a black square, which is itself on a yellow background.

GREENSHIELDS JCB

Training Workshop Proposal

Prepared by Graham Roberts-Phelps
June 2019

Introduction

Following your enquiry, I am pleased to provide more information and pricing as requested. I would be pleased to discuss and personalise your objectives in more detail at no extra cost.

Our Solution

Includes all of the following:

1. Pre-course training needs analysis
2. One-day Brilliant Customer Service Training Workshop* on your site
3. Six week email eLearning follow-up
4. Optional online coaching at the desk

*Please click on the link below for a detailed course outline

[Click here for Course Outline](#)

Overview



All participants will leave the day with new skills, a better attitude and greater appreciation of how to deliver brilliant customer service, both internally and externally.

Other training courses and coaching topics include:

Follow links to detailed course outlines

- [Working Smarter - Time Management](#)
- [Service with a Sale and selling skills](#)
- [Customer Writing Skills](#)

Dates available on request



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Objectives for Training

1. Improved customer communication skills by phone, face to face and email, for both internal and external customers
2. Greater service consistency, ownership, professionalism and accountability
3. Managing expectations for improved customer satisfaction.

Possible Dates available:

August 1, 2, 5, 6, 7, 8, 13

Proposed trainer is David Freeman. David is local and can visit to research and discuss training content and objectives.

Features and Pricing



Excellent content that is well presented, in an interactive and engaging way, and made relevant to each person in the room.

All our training is proven, practical and objective. We really understand customer service, support and all the business skills and details needed to define and deliver great service experiences

We work to very clear, precise and specific skills, models and techniques. We address the tough issues, such as saying no to customers and dealing with high work-loads from demanding situations or challenging problems.

Pre-course analysis and post-course eLearning modules are included for all participants. This is available free for 12 months via any standard Smartphone.

Quality training, each module of the course includes:

- High-quality training presentation with active discussion
- Group exercises and team activities; learning does not have to be dull or passive
- High degree of participation and interaction - to keep things moving



Call coaching – optional follow-up



Call coaching (optional)

Following the training, we can provide 121 coaching, either at the desk or online.

This will review and analyse calls and emails and give structured feedback with real-time micro-training. Each weekly session builds into a unique and personalised best-practice online training library. !

Easy to get started

There are two simple options:

- Your managers and coaches use the Brilliant Skills Coaching system with access to all features and unlimited access for named users.
- As. above, plus one of our expert skills coaches running regular sessions.

<p>Brilliant Customer Service Training Workshop: One day course, for four to six delegates. Learning activities customised to suit your business.</p> <p>Includes pre-course training needs analysis (TNA) and post-course eLearning modules.</p>	<p>£1295.00 per day (includes multi-day discount)</p>
<p>Customer Service SWOT analysis – extended TNA Mini mystery shopper customer service or call analysis, customer survey. Detailed management report with presentation and review.</p>	<p>£595.00</p>
<p>At-the-desk skills coaching - additional weeks: Follow-up 1-2-1 skills coaching.</p>	<p>£145 per user for four weeks.</p>

What's included: All handouts, pre-course questionnaires, course personalisation, follow-up elearning and access to eLearning mobile app.

All prices exclude VAT and trainer/coach expenses.

About us

We help companies of all types, sizes and sectors to improve their customer service standards, systems and skills. We refer to this as the three S's of **SucceSS**.

Standards

Systems

Skills

Customer service is our passion, with over 25 years of experience working with a huge variety of organisations.


Whatever the goals for your business, team or individuals, delivering outstanding customer experience is the key along with improved productivity, cash generation, staff morale and sustainable growth. We do this by providing specialised customer focused consulting, training and skills coaching.

Organisations currently benefiting from Brilliant Customer Service



Mercedes-Benz



A person is sitting at a wooden desk, working on a laptop. A tablet is open in front of them, and a smartphone is being held in their right hand. The background is slightly blurred, showing a bright, modern office environment.

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CUSTOMER SERVICE

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