



Exceptional Customer Service

A focused and practical half-day workshop brought to you by Arc Theatre.

It almost goes without saying that great customer service is vital to sustaining any organisation.

80% of complaints received by an organisation are likely to have poor communication as their root cause.

This half-day workshop is highly interactive using practical group exercises including **Forum Theatre** with professional actors to bring to life challenging and familiar customer service situations.

Programme objectives:

- what is great customer service?
- what customer service skills do you already have, where are the gaps?
- building rapport - face to face and on the phone
- handling awkward situations and difficult people

Business benefits:

- improved customer satisfaction
- increased productivity
- reduced staff stress

Who will benefit: help-desk staff, customer-facing staff and all front-line managers.

Number of delegates: up to 25

“The workshop managed to involve the whole department and get staff, who do not normally say a word, fully involved and very vocal. It was a resounding success.”

Wojtek Adamek, Director of ICT, London South Bank University

To book, contact:

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