



INCREASE YOUR BUSINESS AT WORKSHOP 3

"CLIENT MANAGEMENT & RETENTION"

A professional experienced in the field of Excellent Customer Service will take you through a full day covering the main skills and techniques of MAINTAINING EXCELLENT CLIENT RELATIONS AND MAXIMISING YOUR BUSINESS FROM EXISTING CLIENTS, including the vital areas of:



- ◆ reviewing existing clients
- ◆ intelligent use of intelligence
- ◆ preparing attitude surveys
- ◆ increasing client satisfaction
- ◆ action planning
- ◆ visit and telephone tactics
- ◆ forging partnerships

This Workshop is intended to help those companies and individuals who want to:

- ◆ understand precisely how their clients view them
- ◆ want to develop better relationships with clients
- ◆ increase business and referrals from existing clients

In the third Workshop of the series, we will demonstrate the simple steps to successfully manage and retain clients. You will be shown how to prepare an effective customer satisfaction survey and how to gain a clear view of your company's strengths and weaknesses. This information will enable you to build better and stronger ties with all your clients.

The massively important areas of data management and regular client contact will help you to maximise the potential from all clients. The message of the day is simple:

"Listen to your clients' views and act on ways of making yourself more attractive as a supplier"

Join us for the Workshop and use the best training possible in this vital field to increase your business.

What do you want to achieve today?