

Presenting a *professional image*

HAVE A LOOK AROUND OUR WORKPLACE. IF YOU DON'T SEE A WELL PRESENTED GROUP OF PEOPLE THEN NEITHER DO YOUR CUSTOMERS OR CLIENTS.

Program outline

- Your number one priority – your customers/clients.
- Review of current client service standards:
 - telephone protocol
 - meeting at the clients site
 - your client's expectation of the service delivered
 - communicating with your clients
 - Delivering promises
- The first interaction - You don't get a second chance to make a first impression.
- Attitude - Your attitude has a huge impact on stakeholder's perception of your organisation.
- Active Listening skills – What?
- Note taking - Many people don't take notes of the customer's/ client's expectations. They forget to deliver on promises and wonder why the customer/client leaves dissatisfied.
- Business card etiquette- Many people fall down at this hurdle. What should you do?
- Dress codes - Tips from the fashion world.
- Networking – It's not what you know it's who you know. How can you position yourself and your organisation as value assets to other people.
- Developing an elevator speech -What is your value explained in 30 seconds.



Would you like to attend this program?

- For maximum effectiveness, this program is best conducted as an in-house program.
- **Ideal group size:** 4 - 12 participants. (usually a half-day or full-day program)
- **Venue:** For your convenience, you can choose to conduct this program at your business premises. Alternatively, we can provide a training venue at a small additional cost.
- **Duration:** This program can be conducted as a one day or half day program.
- **Cost:** Price on request.
- **Target Audience:** Employees, Supervisors, Team Leaders, Senior Managers or CEO's.

If you would like more information on this training program, please contact:
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or visit our website today.

www.preftrain.com

