



Customer Retention Training Day

09:15-09:30	Registration
09:30-12:00	Introduction to Customer Retention Contrasting the requirements of public and private enterprise Fully defining customer service and how to deliver it
	BREAK
	Reviewing Pre course materials Ethics versus Profitability Value of a Customer
12:00-12:30	NETWORKING LUNCH
12:30 – 17:00	Practical Review of Telephone Skills and Consulting Skills Importance of Manuals
	BREAK
	Phi in Facial Beauty Art of Integrated Aesthetics
	BREAK
	Review and Question Period

All attendees will receive pre-course material to review prior to attending the course.

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