

SKILLS CHANNEL TV

TALENT DEVELOPMENT FOR BROADCASTERS



Skills Channel TV provides tailored training specific to broadcasters and screen based company's needs. We have a great team of associates who have worked in the industry and have a track record of providing high impact learning. Skills Channel TV gives you experience and quality to get the best out of your talent.

“Do what you do so well that they will want to see it again and bring their friends.”
Walt Disney

Workshop Title:	Great Customer Service
Aimed at:	Exhibitors, front of house staff and customer facing people who need to deal with customers visiting their premises and have an interest in the content.
Aim:	The aim of the workshop is to explore tools and techniques relevant to ensuring customers have a great experience when dealing with front of house people.
Duration:	9.30 to 4.30
Content:	The content for the session: <ul style="list-style-type: none">• Bloody Customers• It's All Down to Me!• Communication is Simple• The Joy of Complaints• Diverse Products, Diverse Staff, Diverse Customers• Getting It Right• The Next Step
No of Participants:	Maximum 12 people
Skills Channel TV:	Skills Channel TV is part of the hugely successful mcphedran co uk, the training company for the creative industries. The aim of Skills Channel TV is to focus on developing people in the broadcast and creative industry. The Skills Channel TV industry associate for this event is Anne Leaver. Anne has a background in retail and customer facing roles and as a trainer for over twenty years, has provided customer care training to an impressive list of major UK organisations.
Pre-Workshop:	Before attending the workshop, participants will be expected to carry out a simple review of their own customer needs and expectations and to have agreed some learning objectives expected from attending.

For more information visit www.skillschannel.tv or call 01536 522792