



Weetwood Hall Conference Centre & Hotel

LEEDS



Customer Care



NEWTRICKS
ADVANCED BUSINESS TRAINING

Course Aim

Bring the secrets and techniques of the Disney organisation to your work. Analysis, in depth discussion and techniques to will help keep your customer care ahead of the competition!

Topics covered

- Understanding of the definition of quality service.
- Researching and understanding your audience
- Processes to design and implement quality standards.
- How your customers view you
- Finding the exceptional in a sea of mediocrity
- Preparing to stay ahead of the competition

Course Duration

1 day

Maximum number of delegates

Minimum numbers 4, maximum numbers 15

Cost

£150 per person including:

- Trainer
- Training materials
- Unlimited tea and coffee
- Energising snacks
- 2 course hot and cold buffet lunch
- All prices exclude VAT

If accommodation is required bed and breakfast will be charged at £75.00 per room based on single occupancy.

How to book

Contact our events office on sales@weetwood.co.uk or telephone 0113 230 6000. Weetwood Hall terms and conditions will apply to all bookings.