



TSM Consulting - creating and delivering value

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We are proud to present:

Legendary Client Service and Interpersonal Communication

Date	Venue	Price excl. Vat	Presenter	Duration & Time
28 May 2010	13 Synagogue Street, Paarl	R1 000 per person	Anne Jordaan	08h30 - 16h00

Our price is offered per delegate attending the workshop. This includes tea/coffee, lunch, refreshments and a detailed participant's manual. The fee does not include any other expenses, e.g., travelling or accommodation.

Learner outcomes

By the end of this workshop participants should be able to:

- Understand Legendary Client Service within the business context
- Understand the importance of Legendary Client Service
- Know what a "Moment of Truth" is
- Receive clients professionally
- Understand the communication process and be able to use interpersonal communication even more effectively
- Handle problems and difficult situations effectively
- Create awareness of own strengths and own development areas of client service

Who should attend?

This workshop is suitable for all staff members who deal with clients directly. To register, please go to the following link: <http://www.tsm.co.za/registration.asp>

Enquiries

For more information, please contact:

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