

CUSTOMER SERVICE YOUR WAY

A BESPOKE TWO DAY TRAINING COURSE
BY STIMULI EVOLVE

FOR AYRSHIRE AND ARRAN'S
FOOD, DRINK & TOURISM SECTOR

#inspiringchange



CUSTOMER SERVICE YOUR WAY

A 2 day course with two week gap between sessions
£85 per delegate per day Max: 15

StimuliEvolve specialises in bespoke training courses for the the Ayrshire and Arran Food, Drink and Tourism Sector, working closely with clients to build goals and drive excellence.

As a qualified food and dairy technologist, trained chef, tourism sales manager and food retailer, StimuliEvolve's Lyndsey Phillips brings a wealth of knowledge and experience. She is an enthusiastic advocate for the power of belief and for people working well together in a positive team environment.



StimuliEvolve's strengths lie in our ability to listen, empathise and understand your business needs. We've trained teams at Auchrannie Resort, The Arran Team, Wellington School, Arran Aromatics, Douglas Hotel, FMX, Hillhouse, Opus Couture, Ayrshire Chamber and many more. As a Business Associate for another organisation, Lyndsey has also delivered training to numerous blue chip organisations including Scottish Water and Babcock.

All of our bespoke training is a fun, interactive learning experience - and time and again we hear that delegates can't wait for their next training day with StimuliEvolve!

Contact Lyndsey today to find out more about our courses, expertise and experience.

DAY ONE: Setting the Scene for Customer Service Excellence

- Introduction and self-awareness test - how well can and do you deliver Customer Service?
- Knowing You - what motivates you, power of a positive mindset
- Needs and Expectations
 - Internal/External Customers
 - Understanding the Customer Needs and acting on them professionally
- Communication Skills
 - Internal/External Customer
 - Listening Skills
 - Body Language
- Emotional Intelligence
 - Transitional Analysis - Thinking Feeling Behaving
- Action Planning

DAY TWO: Ayrshire and Arran Specific

- Ayrshire Tourism: an Overview - Maximising our Industry
 - Effect on the Economy of Ayrshire and Nationally
 - Visitor Demographics - why they visit and when
 - National Events
- Ayrshire Food Market - National and International
 - Producers, Farmers Markets, Tourist Attractions
- Ayrshire Drink
 - Producers, Tourist Attractions
- Activity: produce a week-long Tour of Ayrshire and Arran
 - Understand visitor needs, facilities available, knowledge they will look for you to impart, availability of currency, local amenities etc
- Challenging Customer Interactions
- Delivering Our Standards
 - Commitment to Deliver Excellence in Ayrshire
 - For Yourself and For Your Employer
- Course Review
- Certificate of Completion and Attendance
- Feedback Summary

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CONTEXT AND TERMS

All sessions will be held in a venue suitable for purpose. On agreement of the contract for an In-house course, 25% deposit is required before the commencement of the course. The balance of the Training cost is due within 14 days of date of invoice. Paid by bank transfer/BACS, cheque or cash. BACs details available on all invoices and by request. For Open courses, full course fees are due 48 hours before the date of the course. If the fees are not paid before the course, the delegate cannot attend the course on that date. This course may be cancelled by either party without any penalty up to 30 days in advance of the commencement date agreed. Subsequent to that date, if you cancel, you agree to pay 50% cancellation fee up to 10 days prior to the event and 75% cancellation fee within 10 days of the event. If StimuliEvolve is unable to provide the services described or require to cancel within 30 days of the commencement date, they agree to return all advance payments made and nullify the agreement. Postponement does not count as cancellation. All copyright of intellectual assets, contents, methods, materials, booklets, certifications, names and logos shall remain with StimuliEvolve. Any unauthorised use of copyright content, including but not limited to contents, intellectual assets/property, methods, materials, booklets, certificates, names or logos is forbidden.