



BECOME A SUPERSTAR OF CUSTOMER SERVICE

BOOKING INFORMATION

When

Monday 2nd October 2017
18.15 – 20.30

Where

The Food Village at Stephen's Green
Shopping Centre, Dublin 2

Investment (Per Person)

1-5 Delegates €80 (+VAT)
6-20 Delegates €70 (+VAT)
21+ Delegates €60 (+VAT)

What's Next

Book online at www.retailexcellence.ie
or contact Antoinette@retailexcellence.ie
00353 (0) 65 684 6927

'PEOPLE BUY PEOPLE FIRST, THE PRODUCT SECOND'

Join Retail Excellence and Alf Dunbar 'You Are The Difference' at this unique event where you will discover how you can transform your customers' instore experience at the most important time of the year for every retail store – Christmas! And believe it or not - it's only around the corner!

The way a person feels does affect how they behave which in turn, affects the results they achieve. You Are The Difference works because not only does it help people think differently about the customer, it also helps them to think differently about themselves and the assistance they give.

When the skills and techniques within the You Are The Difference Customer Service Workshop are used on the shop floor every day, everyone wins! The business wins because the level of service and customer conversion is increased resulting in happier customers and greater sales. The sales team wins because they are given a simple and effective way to help them interact with the customer, making their role within the store more rewarding and effective. The customer wins because they receive a level of service second to none.

Join us for refreshments at 18.15 to reboot your energy before you get started on an action packed 2 hours! We will be at The Food Village at Stephen's Green Shopping Centre (upstairs) waiting to show you how to change how you look at your customers and your service style forever!

Don't miss out on this is a unique opportunity to up-skill just in time for the Christmas selling season (and forever)! Oh and everyone in the audience will receive a copy of the sensational book 'You Are The Difference' to bring home with them!

Retail Excellence reserves the right at any time to cancel or alter the date of the event, change the venue or speakers. In these circumstances, any liability will be restricted to the delegate fee paid. Retail Excellence will not be held responsible for any transport, accommodation or other costs incurred by delegates.