

Outstanding customer service for international visitors

Venue:

Sample programme

Session one 09.30 – 11.10	<ul style="list-style-type: none">▪ Introduction▪ Knowing yourself and recognising cultural differences▪ The impact on customer service▪ Developing intercultural and language skills
Break	
Session two 11.30 – 12.45	<ul style="list-style-type: none">▪ Culture and language session one
Lunch	
Session three 13.30 – 14.30	<ul style="list-style-type: none">▪ Culture and language session two
Break	
Session four 14.45 – 16.15	<ul style="list-style-type: none">▪ Effective communications▪ Adapting your behaviour▪ Bringing it all together