

How to Get More Customers & Enjoy the Experience

A vital one day workshop to help you secure more customers and build your business

Overview

In an increasingly competitive marketplace it is no longer enough to set up a facility for children and wait for the customers to roll in. Parents have choice and they will make their selection based on a number of key criteria. How your team present themselves; how they interact with potential new customers; what they say & how they say it; their ability to understand issues & solve problems; and their influencing skills; are all key factors in gaining new customers and building a business.

Who is it for?

This one day workshop is for **managers & staff** to enable them to become more effective at welcoming parents and children into their business; securing more customers; building the business; and enjoying the experience!
Even the most skilled communicator can improve their ability to ask questions, actively listen, build rapport, and monitor body language.

Outcomes

At the end of the day your team will:

- Understand the buying & selling process
- Realise that selling a good product can be a highly positive experience
- Have fully focused on what makes your business unique!
- React appropriately to different styles of people
- Have developed an effective, structured approach to welcoming potential customers
- Have enjoyed the day!

Format

This workshop can be delivered over one day.



INVESTOR IN PEOPLE