

# MARCUS BOHN ASSOCIATES

## THE SERVICE ENGINEER AS A COMPANY AMBASSADOR ONE-DAY WORKSHOP

This workshop is designed to inspire your Service Engineers to realise the importance of their contribution to the Company, give them a sense of purpose and encourage them to see themselves, directly or indirectly, as an Ambassador for your Company.

This workshop encourages your delegates to participate throughout the programme and test for themselves the fundamental principles of service as an exercise in good customer relations.

### Course Content:

- ❖ The Developing Role of the Modern Service Engineer
- ❖ Building Customer Loyalty
- ❖ Personal Communication Skills
- ❖ Behavioural Exercises
- ❖ Teamwork and Quality Service
- ❖ Handling Complaints: Dealing With Difficulties
- ❖ Developing a Personal Action Plan



### Cost Per Delegate: £399 plus VAT

If 6 or more places are booked at one time, the fee is reduced to £349 per delegate.

#### **Menzies Pinewood Nr Manchester Airport**

180 Wilmslow Road, Handforth,  
Manchester, SK9 3LG  
Tel: 0870 333 9140

#### **2008 Manchester Dates:**

**Thursday 22 May**  
**Thursday 25 September**

#### **London Marriott Hotel Maida Vale**

Plaza Parade, Maida Vale  
London, NW6 5RP  
Tel: 020 7543 6000

#### **2008 London Dates:**

**Thursday 3 July**  
**Thursday 13 November**

**Fax to: 01992 627831**

Company Name: .....

Address: .....

Postcode: ..... Tel No: .....

Authorised by: Name: ..... Job Title: .....

Signed: ..... Dated: .....

Delegate Name: 1:..... 2:..... 3:.....

Course Date: 1:..... 2:..... 3:.....

Venue: 1:..... 2:..... 3:.....

Purchase Order No: .....

Accommodation Dates (if required): .....

**If you would like to confirm a booking or require further information,  
please call our sales team on 01992 633882**