

# EXCEPTIONAL CUSTOMER SERVICE TRAINING PROGRAMME



## 2 out of every 5 New Zealand adults will struggle to:-

1. Complete workplace documents
2. Understand company processes and procedures
3. Problem solve
4. Calculate or estimate quantities
5. Understand and follow instructions

## We can help!

**“It takes months to find a customer... seconds to lose one.”**

*- Vince Lombardi*

Cornerstone Education Limited

**aspire2**  
business

Workplace  
Communication

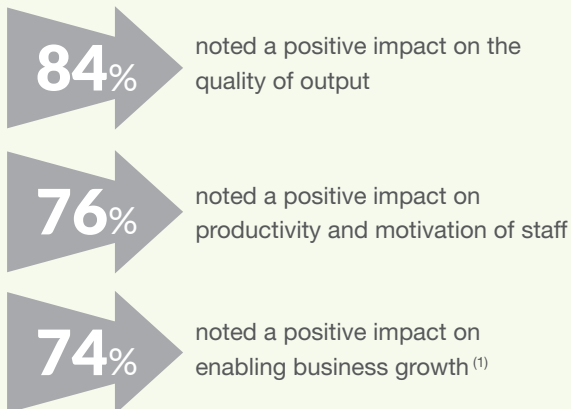


## How could it benefit your business?

- ✓ Improved skills to deal with challenging customer service situations
- ✓ Improved understanding of the role of customer services
- ✓ Better work collaboration across different teams and seeing colleagues as customers
- ✓ Increased retention and loyalty of customers

### Results from previous programmes.

Of those businesses who engaged in Workplace Communication training



**“I’m happy I got to learn about the different personality types as each are different and this has helped me be more sympathetic/ empathetic towards them.”**

Solomon Group

Aspire2 Business is the largest provider of Workplace Communication programmes in New Zealand, operating nationally for over twelve years.

## Programme Facts

100% FREE

Government-funded for those eligible\*

25 to 80 hours of fully funded training per employee

Up to

80 Hours

SMALL GROUPS



Experienced and qualified tutors

DELIVERED ONSITE OR VIA ZOOM OR TEAMS AT A TIME THAT SUITS YOU



CUSTOMISED TO YOUR BUSINESS AND USING YOUR INHOUSE MATERIAL

Take advantage of the **100% FREE\*** government-funded training now.



0800 423 888



[aspire2business.co.nz](https://aspire2business.co.nz)

\* eligibility criteria applies

(1) Maximising the Benefits of Workplace Literacy Fund prepared for the Tertiary Education Commission – Alkema (2015)