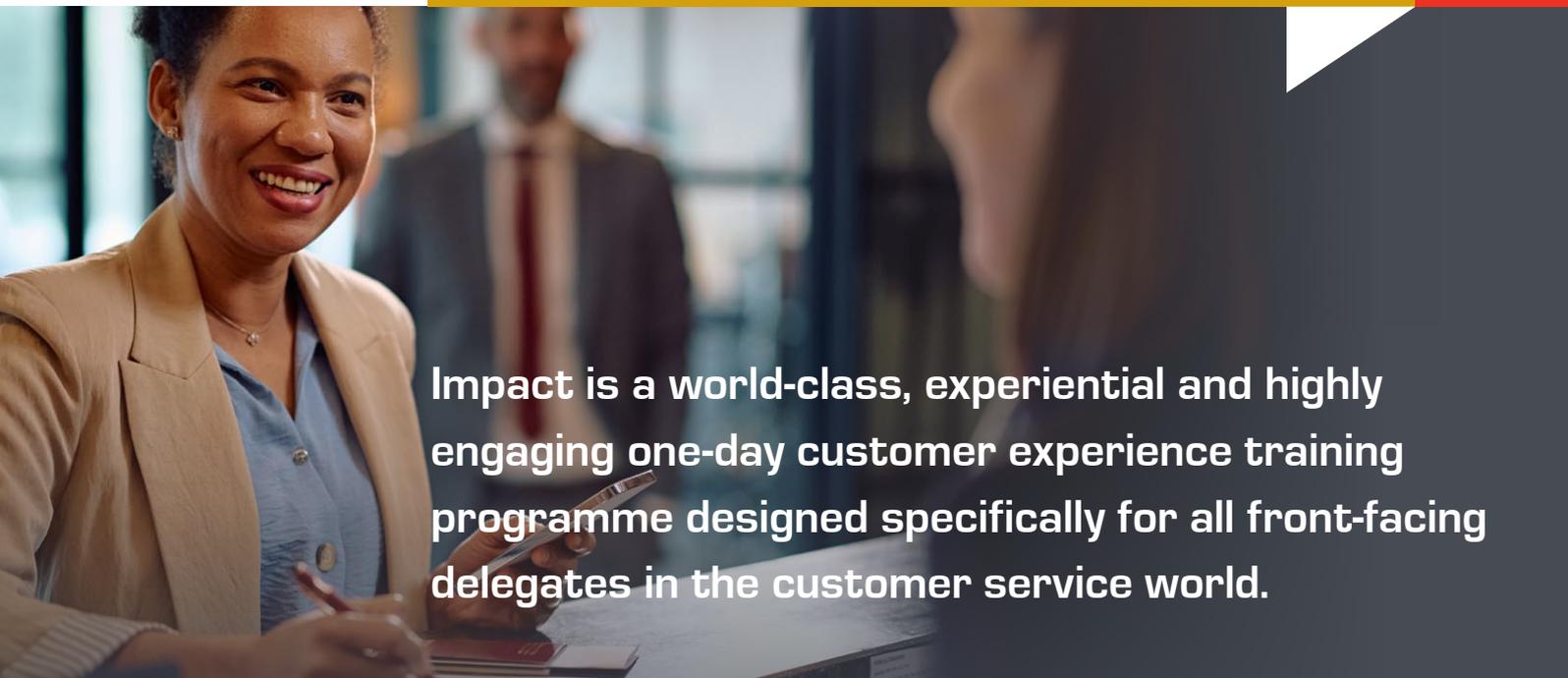


impact

Create lasting impressions.
Deliver unforgettable experiences.
Leave your mark.



Impact is a world-class, experiential and highly engaging one-day customer experience training programme designed specifically for all front-facing delegates in the customer service world.

In today's competitive and ever demanding world, front-line teams don't just represent your brand — they ARE the expression of your brand.

Every guest interaction is a critical moment of truth that can create memorable experiences, turn a customer into an advocate, grow your reputation and drive profitability.

Through a series of discussions, activities, videos & role plays, our goal is to provide your team members with the tools to transform their behaviour, and this is a game-changer!



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Who is **IMPACT** for?

- ▶ All new team members in a customer facing role.
- ▶ A brilliant refresher for existing, experienced team members who are already in a customer facing role.
- ▶ A fun, interactive team building event for cross-functional teams to enhance engagement and performance in the work place.

What we will cover:

- Why customer service experience is vital especially in today's digital world.
- What the difference is between customer service & customer experience.
- Who are your different types of customers and what is important to each one of them.
- How you can add value to your customers' experience through TNT's & Magic Moments to drive loyalty.
- Understand what customer journey mapping is and how to use it to evolve the service delivery.
- How to develop service habits.
- How to professionally problem solve and resolve conflict when things inevitably go wrong from time to time.
- How to translate your company CX vision and values into reality.

Duration: 8 hours

(08:00am – 16:00 hours) including one hour for lunch (customisable to half-day or modular formats if required).

Learning **OUTCOMES**

- ▶ Transform your behaviour and outcomes to all of your customers.
- ▶ Explain the 7 habits of a highly effective customer facing team member.
- ▶ Define how to create unforgettable guest experiences through TNT's and Magic Moments.
- ▶ Demonstrate what customer journey mapping is and how to use it to evolve your customer experience.
- ▶ Identify how to effectively deal with difficult situations.
- ▶ Illustrate how to build rapport.
- ▶ Describe the importance of a vision.
- ▶ Define what values are and how they determine our behaviour.

Why it works:

IMPACT draws on best practices from past operational experience, behavioural science and real-time customer feedback data. It's not just training — it's a mindset shift. And that shift translates directly into:

- Greater day-to-day consistency.
- Higher guest satisfaction scores.
- Increased employee confidence and engagement.
- Stronger brand loyalty and advocacy.
- Growth in profitability.





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Ready to **MAKE** **AN IMPACT?**

Let's elevate your front-line performance
from good to **unforgettable.**

Delivery format

On-site or off-site | Max 20 participants
per session | Led by senior trainers.