



## Public Training Workshop Calendar 2010

Customer Service Perspectives Workshops (CSP)					
	Length (Days)	Demography	Class Size	Tentative Date	Fee per Participant
<b>Exceptional Customer Service (DAY 1)</b> <ul style="list-style-type: none"> <li>- Company wide Customer Focus Strategy</li> <li>- Setting High Performance Standards</li> <li>- Customer Service Skills</li> <li>- Managing Complaints</li> <li>- Customer Feedback</li> </ul>	2	Service Professionals Call Center, Help Desk Support Personnel	25	June September	N40,000
<b>Help Desk Support Customer Service Training (DAY 2)</b> <ul style="list-style-type: none"> <li>- Telephone Skills</li> <li>- Information Gathering Techniques</li> <li>- Adapting to Customer Behavior</li> <li>- Effective Communication and Listening skills</li> <li>- Problem Solving</li> </ul>					

Certified Hospitality Training Programs Disney Institute <i>coming soon...</i>					
	Length (Days)	Demography	Class Size	Tentative Date	Fee per Participant
<b>Quality Service</b> <ul style="list-style-type: none"> <li>- Understanding Guests.</li> <li>- Design and implement quality standards.</li> <li>- Three quality service delivery systems.</li> </ul>	2	Service Professionals in Hotel, Restaurant and Tourism industries		March November	N50,000
<b>Brand Loyalty</b> Strategic process towards producing brand loyalty.  Develop the tactics needed for building: <ul style="list-style-type: none"> <li>- Relationships</li> <li>- Repeat business</li> <li>- A sustainable competitive advantage</li> </ul>	2	Open to Public		March November	N50,000

Leadership Excellence Workshops	Length (Days)	Demography	Class Size	Tentative Date	Fee Per Participant
<b>Competency 1</b> <ul style="list-style-type: none"> <li>- Leading Others</li> <li>- Building Strong Team</li> <li>- Developing Others</li> <li>- Personal and Professional Growth</li> <li>- Dealing with Conflicting Ideas</li> </ul>	2	Managers/Supervisors ONLY	25	May November	N45,000
<b>Competency 2</b> <ul style="list-style-type: none"> <li>- Ensuring Long Term Results</li> <li>- Managing Outcomes</li> <li>- Delegating to Others</li> <li>- Making Decisions</li> </ul>					



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Time Management Workshops					
	Length (Days)	Demography	Class Size	Tentative Date	Fee Per Participant
<b>Time Management Skills</b> <ul style="list-style-type: none"><li>- Goal Setting</li><li>- Prioritizing</li><li>- Activity Setting</li><li>- Daily Planning</li></ul>	1	Open to the Public	25	February October	N18,000
<b>Time Management Skills for Managers</b>	1	Managers/Supervisors ONLY	25	February October	N22,000

Further details on each workshop are available at [www.es-africa.com](http://www.es-africa.com). The exact dates and venue will be determined 2 Weeks before each workshop.

Customized workshops can be arranged for companies on request. For more on this, contact [info@es-africa.com](mailto:info@es-africa.com).

We reserve the right to change Participation fees due to any unanticipated cost.