

Legendary service

Open workshop

Did you know it **costs you 6 to 7 times** more to attract a new client than it does to retain an existing client? Blanchard Serbia invites you to a workshop where you will get tools to afford your clients extraordinary service.

What is the purpose of this program?

Purpose of this program is for managers and employees to adopt tools that will help them to provide extraordinary service to clients, that will keep regular clients and attract new ones, and also create an advantage against competition. This program is based on principle that the service is on the first place and companies who serve "legendary service" have in mind that employee and their relationship with clients is their most important potential.

Participants will be able to:

- Reconcile vision and behavior with principles of the concept "Legendary service"
- Segment clients on the basis of their wishes and needs
- Empower employees so they start building great relationship with clients
- Increase client commitment - increase probability to keep regular clients



The Legendary service model

Target group

Employees who are in direct and indirect communication with internal and external clients. Employees in customer services, supervisors, department managers.

Group size

Up to 10 participants

Registration fee

280 euros + VAT per person.
This includes: materials, catering and refreshment.

How to apply?

Please send registration form to our mail info@blanchard.rs.
You can contact us for any information by calling: +381 65 210 75 02 ili +381 11 210 75 02.

Additional information

If you are interested, you can provide in-house training for your company, in Serbian or in English. It is also possible to organize coaching session separately after training.