

First Impressions

"90% of a first impression is based on appearance, posture, facial expressions, and tone of voice."

MARIANNE LAFRANCE Yale University Psychology Professor



YOU HAVE JUST 7 SECONDS TO MAKE A GOOD FIRST IMPRESSION.

Use this workshop to transform your staff into positive, dynamic ambassadors for your business.

COURSE OVERVIEW

The First Impressions workshop is based on the concept that if people feel good about themselves, they will be able to deliver quality customer service.

KEY SUBJECT AREAS

- Identifying why customers patronise an organisation.
- Understanding the significance of good service.
- Fellow workers are customers as well.
- Attitudes and body language as part of communication.
- Understanding positive and negative communication.
- Dealing with different types of customers.
- Looking at and liking ourselves as a requirement of customer service.
- The value of listening and asking open questions.
- Putting the skills to work.

LEARNING OUTCOMES

This workshop will enable the participant to:

- Recognise their own part in increasing the profitability of the company.
- Appreciate the value of the memorable first impression.
- Recognise the impact that good customer service has on the organisation.
- Have increased self confidence and self worth.
- Be confident in greeting customers in a genuine, warm and welcoming manner.
- Understand that customers value honesty, courtesy, openness and fair play.
- Recognise that colleagues are customers as well.
- Develop positive communication in customer relationships.
- Recognise that the customer needs to feel valued.

For more information and to make a booking please contact your local KiwiHost Office on:

Freephone 0800 801 233



The First Impressions Workshop:

Duration: 1/2 Day

Unique features

The First Impressions Workshop is designed in New Zealand for local and current market trends.

- Professional facilitators use the most up to date accelerated learning techniques.
- An interactive, relaxed atmosphere with real world examples.
- Modern presentation methods using audio and visual presentations.

Who should attend?

All front line staff that are in a face-to-face sales or service situation where they have the opportunity to satisfy guest or customer needs. Appropriate both for staff new to a sales/ service role and as a refresher for more experienced staff.

Includes...

- Resource material & workbook.
- An internationally recognised customer service certificate.
- KiwiHost badge.

