

Workshop “Customer Service Excellence” 6th March, 2012

Target Group: **Executive Managers, Project Managers**

Location: German House, 4 Elene Akhvlediani Agmarti, 0103 Tbilisi

Time: 10.00 – 18.00

We are pleased to invite you to our workshop on **Customer Service Excellence** which will be held by expert Hartmut Sannecke from taskforce – Management on Demand AG, Germany’s leading limited partnership for project and interim management. At this seminar’s conclusion, participants should be able to:

- Describe exceptional customer service.
- Identify the benefits of great customer service.
- Recognize barriers to the delivery of outstanding customer service.
- Adapt to specific customer behaviour styles.
- Demonstrate how to measure customer-satisfaction levels and take corrective action if needed.
- Learn techniques for dealing with angry or upset customers.
- Develop an action plan to improve customer-service skills.

Schedule

09.45	Registration
10.00	Part I
	- Customer Service Excellence basics
	- Know customer expectations
	-
12.30	Lunch Break
13.30	Part II
	- Understanding different communication styles
	- Having influence in the organization
	- Dealing with difficult customers
18.00	End of Session

Your Trainer



Hartmut Sannecke is partner at taskforce Management on Demand AG since 2007. He is located in Frankfurt/Main and in his organisation the marketing specialist. Especially for the organisation and development of marketing departments, trade marks and new business units. He can look back on years of experience in many large international corporations.

Seminar Fee & Payment Details

Seminar fee is for:

- **DWVG members: 110 USD per person**
- **Non-DWVG members: 330 USD per person**

The lunch is included in the price.

As this is a round table workshop, the **number of participants is limited to 20**. The workshop will be held in **English** language.

The fee is due until **20 February 2012**. While transfer of the fee, please kindly indicate subject **“Customer Service Excellence Workshop”**.

Name	Deutsche Wirtschaftsvereinigung Georgien
Account	GE73 PC01 3360 0100 0484 82
SWIFT	MIBGGE22
Branch	Central Branch Tbilisi, D. Aghmashenebeli Bvd.

Contact Information:

German Business Association, Mr Patrick Jung; E: patrick.jung@dwvg.ge; T: 032-2205767

Registration Form

I herewith register for the workshop “Customer Service Excellence” on 6th March 2012:

Company:	
Participant:	
Position:	
Phone:	
Mobile:	
Email:	

- I am a DWVG member (110 USD),
- I am not a DWVG member (330 USD),

and will pay in advance via bank payment to the following bank account:

Name:	Deutsche Wirtschaftsvereinigung Georgien
Account:	GE73 PC01 3360 0100 0484 82
SWIFT:	MIBGGE22
Branch:	ProCredit Bank, Central Branch Tbilisi, D. Aghmashenebeli Bvd.

While transfer of the fee, please kindly indicate subject “Customer Service Excellence Workshop”.

Date, Signature, Stamp

Please fill in this page, scan it and send it to Mr Patrick Jung; E: patrick.jung@dwvg.ge.
 Thank you!