

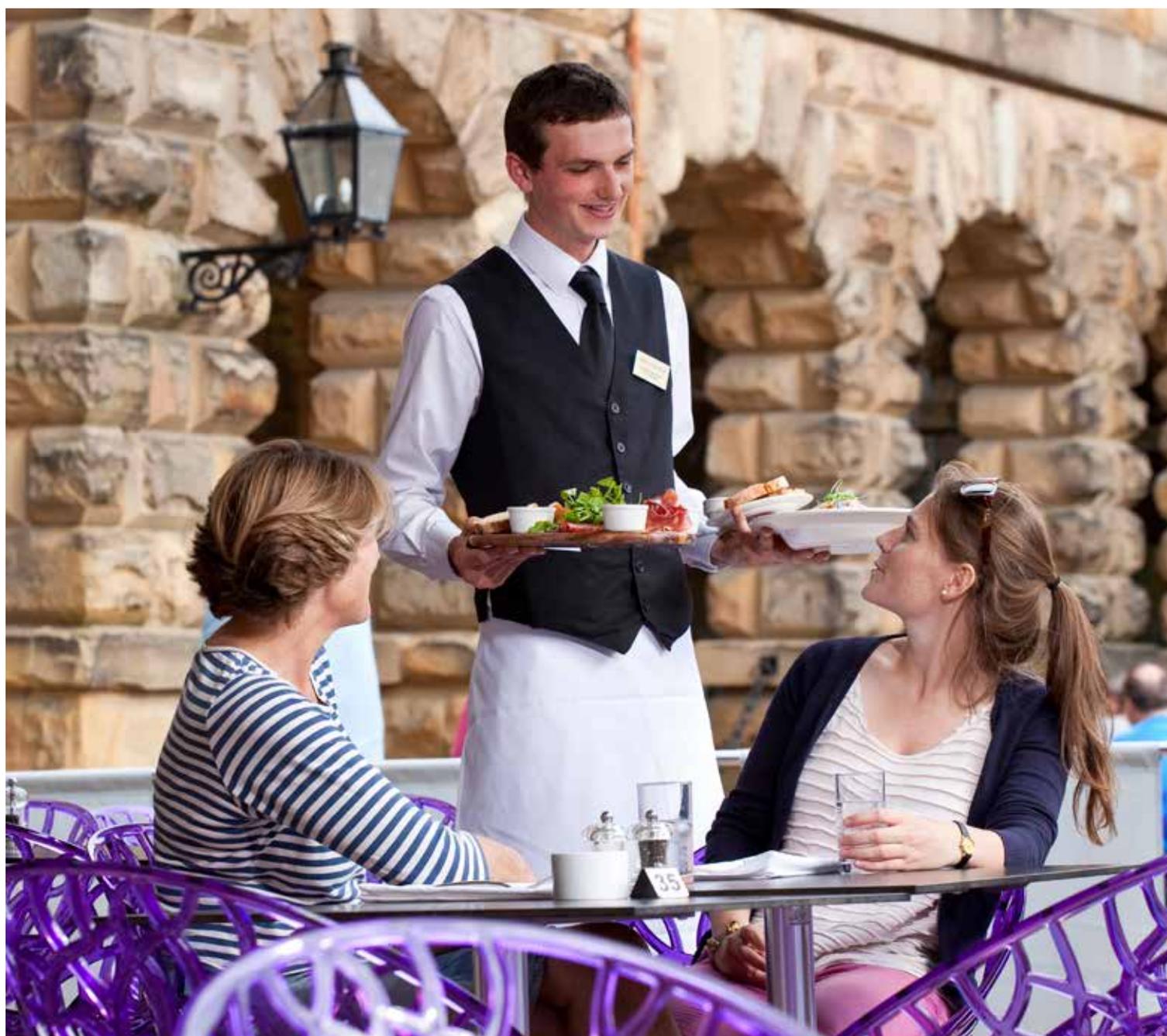
HOUSE | GARDEN | FARMYARD | SHOP & EAT | STAY



CHATSWORTH

Chatsworth Training

Delivering Extraordinary Customer Service



Chatsworth Training

At Chatsworth we receive more positive reviews about our staff than anything else. Given our beautiful setting, that may seem extraordinary ... and it is.

Our internal customer service training, based on our desire to provide warm, genuine customer care, makes that difference and wherever you are based this kind of customer service will make a difference to your business, too.

The creation of our training did not happen overnight. We didn't pluck a training package off the shelf; we spent time understanding what customer care really means. We are not about rolling out standard phrases such as 'have a nice day': our staff talk to visitors, they inform, and they care. We give permission to people to be themselves – it is that simple.

We are now pleased to be able to offer our internal training packages to like-minded businesses.



Courses, prices and options 2015/16

ALL COURSES ATTENDED AT CHATSWORTH ARE INCLUSIVE OF OUR SUPER BUFFET LUNCH AND TICKETS TO CHATSWORTH HOUSE AND GARDEN – IDEAL FOR TEAM BUILDING

The Chatsworth Courses

Experience Workshop (half-day)

Making sure you have the foundations in place on which to build extraordinary customer service is crucial to success. This interactive, half-day workshop is a great starting point for those new to customer service, as well as a motivating refresher for experienced staff. This session is the first of three customer service workshops, but is also effective as a stand-alone session.

Engagement Workshop (half-day)

Designed to follow on from the Experience Workshop, this interactive session looks more closely at when and how you engage with your customers. We explore what elevates service from good to excellent to extraordinary and the crucial role personal interaction plays.

Handling Customer Complaints Workshop (half-day)

This workshop helps staff handle face to face complaints confidently and positively as a natural part of delivering excellent customer service. The session includes; taking positive action to reduce complaints, understanding why customers complain, and how we behave when faced with a complaint.

The above three courses can be run at your premises or at Chatsworth. Prices are as follows:

At your premises	£800 group rate for a maximum of 16 delegates Price excludes trainer travel/accommodation costs.
At Chatsworth Group rate for your business	£135 per person for a group of 12-20 delegates
At Chatsworth Joining other delegates	£155 per person

Full Customer Service Package (tailored for your business)

Includes the above three workshops tailored to your business. Included in this package are two mystery shopper/guest visits and reports and a pre-training meeting to discuss the specific needs of your business. **Price as follows:**

At your premises	£3,600 group rate for a maximum of 16 delegates Price excludes trainer travel/accommodation costs.
At Chatsworth	£455 per person for a group of 12-20 delegates



Chatsworth Training

To book a course or for further information, please contact
Chatsworth Training Department:

Tel 01246 565339 Paula Norris (Training Co-ordinator), Sue Lumb (Training Manager)

or e-mail: HR-Training@chatsworth.org



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