

PAJE CLIENTS & PARTNERS

EXCLUSIVE DISCOUNT

Use code *TRAINING24*

# Customer Experience

*“Go ahead and make my day!”*

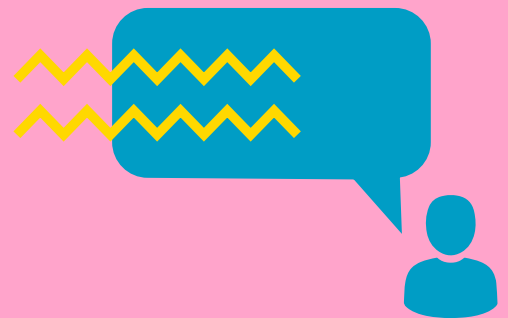


## Building wonderful customer experience

By tapping into your staff team's personal experiences, this motivating and dynamic workshop has the power to transform how your staff understand and feel about your customers, as well as the experiences and service they deliver. We connect your teams emotionally with their impact and give them a deep understanding of the customer's journey to you, before giving them tangible skills to allow them to excel in their role.

### Who is it for?

Staff working with customers in any setting.

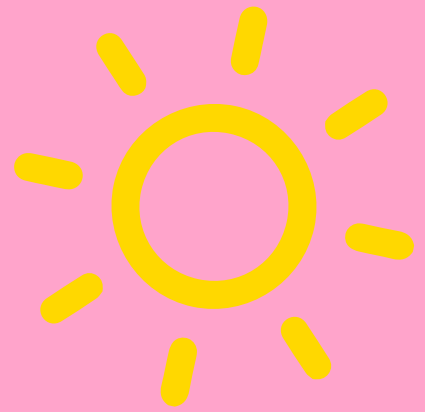


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**In2  
action**  
INSPIRING EXCELLENCE

## Benefits

- Increase staff skills and understanding
- Increase staff confidence, enthusiasm and professionalism
- Increase customer satisfaction and feedback
- Increase customer retention and brand loyalty
- Increase team motivation
- Increase positive brand perception



## Why In2action?

- We design, curate and **train your teams to deliver unique experiences for your guests** that will delight and exceed expectations resulting in improved repeat business, improved feedback and reviews, and improved ancillary revenues.
- We **embed your brand culture in your teams' DNA** across day-to-day operations both back and front of house.
- We have a **highly experienced team** who have delivered **training and activity services to brands across the globe**, working in the UK, France, Asia and China to name a few.

**Duration:** 3 hours

**Max participants per session:** 24

## What to expect?

- Who are our customers? In this session we will consider the characteristics of our customers and how we can take a personalised approach to service.
- The customer journey is an essential consideration for your team and we'll look at making their journey as smooth and enjoyable as possible through our actions
- What is my impact? We will reflect on how our actions and behaviours impact customer perception and experience.
- Tips and tricks for improving positive communication with internal and external customers
- We will outline the importance of knowing your product and how this affects your customers
- First impressions count. We will explore how standards and presentation influence customer trust and openness
- We will give you tips and tricks to impress your guests with **WOW** factors



*"In2action's energy, enthusiasm and passion is contagious and everyone who has had the privilege of coming into contact with them has come away with a real spring in their step, excited to make the most of every opportunity we have to improve the customer and employee experience here with Go Ape."*

**- Sarah Adock: Go Ape Operations Support - Customer Experience**