



MALTA UNIVERSITY CONSULTING

## **Excellence in Customer Service to run a Successful Business 20 April – 15 June 2010 (every Tuesday)**

**Lectures:** Tuesdays between 1700hrs & 2000hrs

**Venue:** The University Residence, Robert Mifsud Bonnici Street, Lija

### **DATES**

20 April	27 April	04 May
11 May	18 May	25 May
01 June	08 June	15 June

Although we will do our utmost not to change these scheduled dates once course has started, kindly note these are subject to change

### **AIM AND CONTENTS OF THE COURSE**

Tools and Techniques for everyone who, directly or indirectly, contributes to Customer Service. It is done with in a unique audio visual, one-of-its kind method with an interactive DVD. This 27-hour course is aimed for the manager/executive/supervisors and team leaders and all engaged and wishing to excel in customer service

Topics covered:

Why Customer Service Matters	What's Different about Good Service?
Performance Standards	Turn Complaints into Opportunities
Listening to Customers	Assertiveness and Good Service
Effective Customer Communications	Internal Customers
Personal Action Planning	Self- Assessment Materials
Notes for Managers, Executives, Team Leaders Supervisors, Line Mangers	
Notes for Trainers	

### **THE LECTURER**

SanGaeta Ellul Sullivan is one of Malta's leading experts on the topic of high-level, strategic marketing strategies for managing profitable small businesses. Globally-recognized. on the subject of Small Business Development, especially for SME's, she has worked with TV Programmes like 22 am ( the Education Channel), News Programmes and conducts yearly Academic Lecturers for the Ministry of Adult Education and the Ministry of Competitiveness and Small Businesses, in Malta. Prior to Lecturing, Consulting and Presenting Business Development and Marketing programs, Sangaeta has had a very successful career in various global Multinational Organizations at various Senior Management Positions and now as Group Director of her own Company, the Sullivan Mediterranean Group her career spanning 22 years. SanGaeta's wealth of experience allows her to think like an Entrepreneur and guide other 'Would- be' *Entrepreneur's* accordingly.

### **CERTIFICATE**

Participants who attend at least 80% of the sessions will be awarded a Certificate of Attendance issued by Malta University Consulting Limited.

### **COURSE FEE, REGISTRATION AND CONTACT INFORMATION**

**€215** - Cheques to be made payable to Malta University Consulting Limited.

Registration Deadline: 12 April 2010

For further information kindly contact:

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