

# CUSTOMER SERVICE 2-HOUR TRAINING



'Elevating CX, one SMILE at a time!'

Hospitality and retail businesses in Jersey can now access **FREE** customer experience training for their staff. This is funded by the government's Skills Development Scheme.

## Surprise & Delight: Your Shortburst CX workshop

Equip your employees with the skills and mindset needed to surprise and delight your customers with every interaction. This practical, interactive 2-hour workshop focuses on the fundamentals of customer service and sales, ensuring participants leave ready to create lasting, positive impressions.

### What to expect?

- Interactive discussions: share and learn in a collaborative environment.
- Role play and real-life case studies: practice essential skills in real-world scenarios.
- Engaging activities: fun, hands-on learning for maximum impact.

### Who should attend?

- Retail and hospitality employees who want to:
- Enhance their customer service skills.
- Boost confidence in handling diverse customer interactions.
- Learn to turn challenges into opportunities.

## Become a CX Champion!

Part of the Skills Development Scheme, enhancing customer service excellence in Jersey.

### YOUR TRAINER



#### Claire Boscq

No 3 Customer Experience  
Global Gurus | CX Activator |  
Keynote Speaker

## AGENDA

### 1. Why Customer Service Matters

Understand the impact of great service on your business. Learn how to anticipate customer needs, deliver tailored solutions, and create meaningful connections that resonate with your audience.

### 2. SMILE Customer Service Standards

Explore how to set and exceed expectations using practical surprise and delight strategies. These simple yet effective tactics will help create memorable customer experiences while fostering a culture of service excellence.

### 3. Effective Communication Skills

Build trust and rapport through empathetic listening and clear, confident responses. Enhance your ability to convey value using basic sales techniques and by staying energised and professional in every interaction.

### 4. Turning Challenges into Opportunities

Develop strategies to transform complaints into loyalty-building moments. Maintain a positive mindset and turn difficult conversations into opportunities to strengthen relationships and improve satisfaction.

[Register for FREE Now](#)



2-hour shortburst workshop  
12 sessions running between  
17th February to 17th April



NatWest International  
16 Library Place

Visit [www.jcxalliance.com](http://www.jcxalliance.com) to secure your spot



hello@jcxalliance.com



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# CUSTOMER SERVICE 4-HOUR TRAINING



Hospitality and retail businesses in Jersey can now access **FREE** customer experience training for their staff. This is funded by the government's Skills Development Scheme.

'Elevating CX, one SMILE at a time!'

## Impact & Ignite: Your Kick-start CX workshop

This immersive and impactful 4-hour session is designed to enhance your team's ability to deliver exceptional service, transforming everyday interactions into extraordinary experiences. Celebrate the joy of delivering and receiving great service while sharpening the skills needed to create human connection and clear communication.

### What to expect?

- Interactive discussions: share and learn in a collaborative environment.
- Role play and real-life case studies: practice essential skills in real-world scenarios.
- Engaging activities: fun, hands-on learning for maximum impact.

### Who should attend?

- Retail and hospitality employees who want to:
- Enhance their customer service skills.
- Boost confidence in handling diverse customer interactions.
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### YOUR TRAINER



**Joanne Vandermerwe-Mahon**  
Founder Profit on a Plate/  
Customer Service Trainer



4-hours kick-start workshop  
12 sessions running between  
17th February to 17th April



NatWest International  
16 Library Place

## AGENDA

### 1. Delivering exceptional service

Equip your team with practical tools and ignite their passion for service by celebrating the joy and transformative power of great customer experiences.

### 2. Building confidence in challenging situations

Boost your team's confidence with strategies that help navigate difficult scenarios, ensuring positive outcomes and unlocking their unique potential.

### 3. Fostering human connection and clear communication

Strengthen interpersonal skills to build meaningful connections, fuel energy and enthusiasm, and ensure clarity in all customer interactions.

### 4. Mastering practical techniques for positive impact

Learn and apply the brilliant basics – simple, effective techniques that consistently deliver desirable results and leave a lasting positive impact.

[Register for FREE Now](#)

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# FREE CUSTOMER SERVICE TRAINING



'Elevating CX, one SMILE at a time!'

**24 Sessions between 17th February  
to 17th April 2025**

## FEBRUARY 2025

- Monday 17th 10am-12pm
- Friday 21st 3pm-5pm
- Monday 24th 10am-2pm
- Tuesday 25th 10am-2pm
- Friday 28th 10am-12pm

**Become a CX  
Champion!**

## APRIL 2025

- Tuesday 1st 10am-2pm
- Thursday 3rd 10am-2pm
- Friday 4th 3pm-5pm
- Saturday 5th 10am-2pm
- Sunday 6th 10am-2pm
- Monday 7th 10am-2pm
- Wednesday 9th 10am-12pm
- Saturday 12th 3pm-5pm
- Sunday 13th 10am-12pm
- Monday 14th 3pm-5pm

## MARCH 2025

- Monday 3rd 10am-2pm
- Thursday 6th 3pm-5pm
- Monday 10th 10am-12pm
- Wednesday 12th 10am-2pm
- Monday 17th 5pm-7pm
- Thursday 20th 10am-2pm
- Monday 24th 10am-2pm
- Tuesday 25th 10am-2pm
- Friday 28th 10am-12pm

**Register for FREE Now**

- Black: 2-hour workshop
- Blue: 4-hour workshop

Please note we are very flexible with date and time, contact us if you want to discuss availability.

Visit [www.jcxalliance.com](http://www.jcxalliance.com)  
to secure your spot

