



STRUGGLING TO HANDLE CUSTOMER EMAILS EFFECTIVELY?

Many TICs are seeing a rapid rise in the number of customer enquiries by email and are having to adapt their approach to ensure these are handled:

- A) effectively, so the customer is fully satisfied with the response
- B) efficiently, so TIC staff are not tied up at the computer for too long

Customer Maze Ltd provides training workshops to TICs to ensure that staff are fully equipped to be able to manage email responses.

WE HAVE ALREADY TRAINED OVER 100 TIC MEMBERS OF STAFF!

Within our '**Effective Email Handling**' workshop, we cover such issues as:

- Your customers' expectations when they send you an email
- Ensuring you receive all of your emails
- Problems with anti-spam / anti-virus filtering
- The benefits of auto-responders
- The content of a suitable eSignature
- Producing, storing and pasting text for speedier responses
- Designing attachments in acceptable formats
- Writing text to inspire customers
- Quality checking procedures
- Examples of best practice

A full days training [for up to 16 delegates] costs from £600+vat, equating to only £37.50 per delegate. For further information or details of our other courses, please contact Kathleen Thornton for further details:

Email: kathleen@customermaze.com or Tel: **01904 628034**.



Training Workshop Booking Form



TIC name:

TIC billing address:

TIC billing address:

TIC manager:

Preferred date of training workshop:.....

Estimated number of delegates:.....

Number of workshops required:.....

TIC manager signature.....

Date:.....

Please post this form back to Kathleen Thornton at:
Customer Maze Ltd
11 Hansom Place
York
YO31 8FJ

Or email at: kathleen@customermaze.com

Or fax on: 0870 486 7534

If you have any questions regarding the training workshops please call Kathleen on 01904 628034 for clarification.