



Vision On is a multi award winning retail skills consultant delivering accredited fast-track Customer Service courses

One of the biggest challenges facing any business today is how to stay competitive and continue to grow whilst maintaining the values and heritage on which the organisation was founded. With so much competition in every industry we must never lose sight of the fact that the customer is King and that a company's reputation is everything. Customer satisfaction is *the* most decisive factor in the success or failure of any organisation and research shows that businesses spend six times as much on recruiting new customers as they do on retaining existing ones. Finding new customers is a very expensive business and that is why it pays to invest in your existing clients by **investing in your people!**

Vision On has pioneered a ground breaking innovative learning approach that teaches commercial know-how through an accredited fast-track customer service programme called **the Accelerator**.

Who is this for? The Accelerator is for organisations that are passionate about achieving excellence in customer service and believe that the key to success in a competitive market is to provide a level of service that *exceeds* expectations. It is for organisations that understand that "people are our greatest asset" and that investing in those people is the best performance strategy a business can possibly have.

The Content: We begin by Mystery Shopping all delivery areas to identify the service opportunities before then making recommendations for developing a set of measurable service standards for all customer interaction; face-to-face, telephone, email and letter. Cutting edge training based upon SMART objectives is then delivered in an accelerated learning format bespoke to the needs of the individual organisation.

The Qualification: We are a registered quality assured examination centre with all structures required to deliver qualifications with EDI, City & Guilds and EdExel. We deliver levels 1, 2 and 3 of The Certificate of Customer Service and the qualifications we offer are part of the QCF to ensure quality and to connect 'through credits' that can contribute towards other related qualifications such as NVQ's.

The Outcome: The Accelerator will improve the skills, confidence and pride of the organisations workforce. There will be a true understanding of what it is to deliver *outstanding* customer service across all levels of delivery, and a thorough appreciation of how critical this is to the future success of the organisation.

How do we know it works? Vision On is currently, and has for the past four years, been the sole quality assessor and customer service delivery agent for Canary Wharf PLC. We have trained over 500 Canary Wharf employees from front line reception desk to senior management achieving a 99% pass rate in the process. We have advised on customer service to local authorities and Central Government as part of the Modernisation agenda, set up an award winning academy at Croydon Council, and delivered our course on 19 publicly funded projects to over 800 independent retailers across London.

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