

# SALES POWERED BY SERVICE – RETAIL



## Are **you** ready to sell?

**WorldHost Sales Powered by Service** training developed in Canada was originally created for Expo 86 in Vancouver. Canada used the programme for the 2010 Winter Olympic Games and is now ranked consistently among the top countries in the world for the strength of its visitor “welcome.”

### **Bringing world class service and selling skills to the UK**

**WorldHost Sales Powered by Service - Retail** training is now available in the UK. The programme has been tailored by **Skillsmart Retail** for the UK retail sector and is delivered exclusively in North Kent through the Learning Shop a founding member of **the National Skills Academy for Retail**.

### **The benefits of good customer service selling skills**

- Encourages customer loyalty – happy customers become repeat customers
- Reduces costs to attract new customers
- Helps businesses to maximise profit from its most valuable resource – staff!
- Equips your team with the confidence and skills to sell

Participants in this certificated programme will gain valuable skills and techniques and be eligible to wear the **WorldHost** pin badge which recognises exceptional customer service and selling skills.

### **What will delegates learn?**

- An understanding of the sales cycle and how they can influence customer purchasing decisions
- The value of knowing your products/services by listening to the needs of your customers
- An understand of the impact of ‘moments of truth’, looking at the business through the eyes of the customer
- The benefits of selling beyond the basics

**Programme length:** Half day

**Delegate cost:** £65 + VAT per delegate

To find out more or book on the programme contact [learningshop@nwcollege.ac.uk](mailto:learningshop@nwcollege.ac.uk) or call us on 01322 624455 or visit [www.learningshopbluewater.co.uk](http://www.learningshopbluewater.co.uk)

In association with

**skillsmart retail**<sup>®</sup>

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Delivered exclusively by

**The National Skills Academy**  
**RETAIL**



## ***Sales Powered by Service - Retail*** **Expression of interest form**

<b>Name</b>		
<b>Address</b>		
<b>Contact name</b>		
<b>Phone/Mobile</b>		
<b>Email address</b>		
I am interested in the Sales Powered by Service – Retail	Yes / No	
I would like to know more about the Learning Shop	Yes / No	
Other comments		

Complete the form and send it back to Rosemary Smith the Learning Shop  
Bluewater, West Village, Bluewater, Greenhithe, Kent DA9 9SE