

# SALES POWERED BY SERVICE – RETAIL



## Are **your** staff 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.”

**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 through **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

**Customised training:** this programme can be customised to meet the specific needs of your business following a detailed needs assessment by a licensed trainer (costs will vary).

To find out how you can gain world class skills for your business, please contact [courses@highlandretailacademy.co.uk](mailto:courses@highlandretailacademy.co.uk), call us on **01463 227568**



In association with

**skillsmart retail**

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**RETAIL**