

# WORLDHOST CUSTOMER SERVICE TRAINING



CREATING SERVICE EXCELLENCE IN RETAIL

## Are you delivering world class customer service?

**Did you know that 75% of retailers identify poor service as the biggest cause of customers walking away before making a purchase? To address this and to help raise the standard of customer service in retail, Skillsmart Retail and the National Skills Academy for Retail are launching a brand new programme, WorldHost™ Retail.**

### WorldHost™ Retail – Specifically tailored for retailers

- WorldHost™ Retail is the only internationally proven, individually assessed, visible mark for quality customer service in the UK
- Three programmes are available nationally through the National Skills Academy for Retail's network, helping you provide consistent, world-class customer service throughout your business
- WorldHost™ training can be customised and delivered by our qualified trainers. It can be mapped to your own training programmes helping you achieve WorldHost recognition for your business

### WorldHost™ Retail training available in your area

WorldHost™ retail training is delivered exclusively through the National Skills Academy for Retail's network of skills shops.

Our preview sessions will be delivered on 1<sup>st</sup> November in Leeds City Centre; City Exchange, 11 Albion St, LS1 5ES from 12.30 - 2.30 pm and 3.30 – 5.30pm.

To find out how to book a place or for more information about the programme contact Leeds Retail Skills Academy on 0113 2162237/2162211.

**[www.worldhostretail.uk.com](http://www.worldhostretail.uk.com)**

**hotline number:08449 670272**

*In association with*

**skillsmart retail®**

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