

# Delivering Outstanding Customer Service & Business Etiquette Training



## Delivering Outstanding Customer Service Training

June 28

This seminar is to promote understanding on how customer service can improve relationships with existing or prospective clients. It will help participants to appreciate what customer's value and the worth of a good customer experience to an organization. It will offer participants practical steps and improving both internal and external service delivery and becoming an excellent ambassador for the organization.

## Business Etiquette Training

June 29

In the Business world, etiquette and manners form the basis through which business relationships are formed. This training sessions is aimed at instructing business people on basic manners and attributes to exhibit in the business world. It will touch on not just interpersonal skills, but also discuss table manners and how to dress appropriately in the business world areas of the standard.

**•Time**

•9:00 am – 4:30pm

**•Venue**

•PwC Business School, 9<sup>th</sup> Street, Payne Avenue, Sinkor, Monrovia

**Cost per participant**  
**US \$400 for the full 2 days course,**  
**US \$250 for one of the course**  
**Inclusive of course materials, snack, lunch and certificate of Participation.**  
**Group discounts apply**



**•Upcoming trainings**

- Strategies that work July 20 2018
- Time Management August 15 2018
- Financial Modelling August 30 & 31 2018
- Some Courses Lineup
- Preparing for Tax Audit
- Leading Teams

- Want any more details?
- Want any training not on the line-up? Talk to us.
- Nickie Wrotto
- Tel: +231 (0) 770 597923, +231 (0) 888 999555
- Email: [nickie.wrotto@pwc.com](mailto:nickie.wrotto@pwc.com)



September 2018 ACCA tuition registration is still on-going for \$370 per paper with books



**About PwC**

At PwC, our purpose is to build trust in society and solve important problems. We're a network of firms in 158 countries with more than 236,000 people who are committed to delivering quality in assurance, advisory and tax services. Find out more by visiting us at [www.pwc.com/lr/en](http://www.pwc.com/lr/en)

© 2018 PricewaterhouseCoopers Liberia Advisory LLC. All rights reserved. In this document, PwC refers to PricewaterhouseCoopers Liberia Advisory LLC (a Liberian limited liability company), which is a member firm of PricewaterhouseCoopers International Limited, each member firm of which is a separate legal entity.