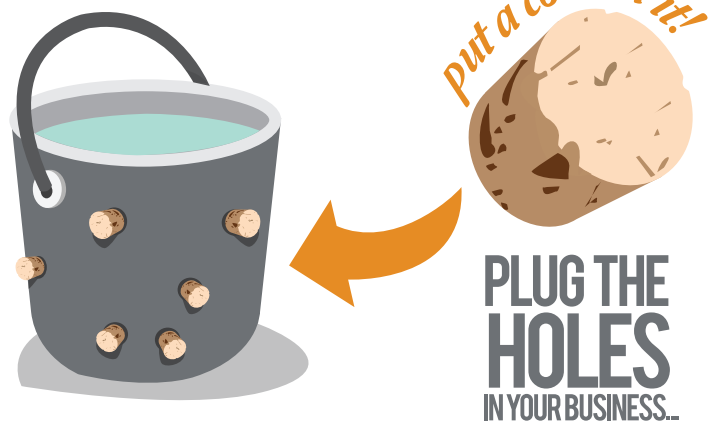


# WHY CUSTOMER *care* TRAINING WORKS!

WWW.STAFFTRAINING.CO.ZA



*...by training you & your staff to be more customer conscious!*



**WHY CLIENTS LEAVE**



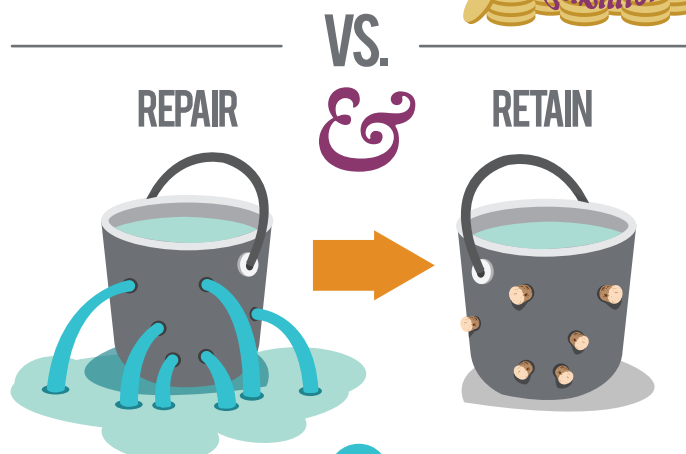
NOT BEING HEARD  
WAITING FOR SERVICE  
TAKEN FOR GRANTED  
LACK OF PERSONAL ATTENTION

*find 10 new clients =*

*cost*

- 30 NEW LEADS
  - 15 QUOTATIONS
  - 1 SKILLED SALES PERSON
  - 10 CELLPHONE HOURS
  - 200L PETROL
  - 8 HRS PER DAY
- 

*total*



*fact:* IT COSTS **6** TIMES LESS TO **RETAIN** THAN TO **REPLACE**

