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Quality Training leads to Customer Satisfaction

TGM with more than 27 years Business Training, Coaching and Consulting experience in Management, Sales and Marketing, Customer Care, Communication and Behaviour strive to support their partners with each phase of development, combining together Facility, Processes and People, to create a successful and profitable future with the implementation of professional Training and Coaching.

During these times it is becoming extremely important to retain existing customers and for this reason more companies than ever before are now paying greater attention to the quality of customer services. While customer expectations are increasing all the time, it is the perception of customers that services offered are actually getting worse. Why? Because many senior executives and managers just don't know how to go about improving customer services in their organisation.

During these difficult times all companies and organisations need to be totally committed to providing quality service to their customers as part of their customer care programme. The objective is to provide customer satisfaction experience to management and key customer interfacing people within your organisation. To develop their awareness and skills, to better fulfil the needs and expectations of customers by providing the highest level of customer satisfaction and to increase your profitability.

The world is changing, customer satisfaction is becoming more important, your customers expect it, and if you do not provide it then your competitors will. To create a distinctive level of customer service, management need to understand the need to manage not only what you do for the customer, but the way that you do it. Service expectations are today more variable than product expectations, and service is provided by "People," not machines.

TGM Abel & Berger International Ukraine is able to offer you the training for your managers and staff which will provide the customer handling skills to deliver quality into the lives of your customers. For this purpose we would like to introduce you to Maya Kukharenko whose services as a Trainer and Coach we now proudly offer to you.



Maya Kukharenko has been working more than 10 years as a free-lance business trainer in the marketing, personnel management and retail business. Maya provides competence in sales, reception, retail standards, product presentation, advertising, negotiation, behavior and communication. Her experience includes automotive, insurance, aviation and travel companies, daily newspapers, hotels and restaurants, retail stores, she is also experienced as a mystery shopper in the retail business. Maya is Ukrainian and based in Kiev. She is a qualified Pedagogue and Practicing Psychologists, teacher of Physics and Mathematics, her vast experience and training skills, customer orientation, professionalism and quality is offered to you.

We strive to support our partners with each phase of development. Our ultimate goal is to provide exceptional Customer Care to each and every customer and to support our partners in delivering the highest level of Customer Satisfaction to the customers who use their products and services.

In support of our training services, we are happy to offer a Demonstration Training which is presented without charge to the customer, it takes about 2 hours and ends with a discussion and summary. Should this offer be of interest to your company, you are invited to contact us.

Additional Information

TGM Abel & Berger International Ukraine training programmes are available to all companies and organisations and should you require any further information you are invited to contact : anna.grinets@tgm.kiev.ua at our regional office in Kiev. Further information about our training and consultancy activities can also be found at our website <http://www.tgm.kiev.ua>

Yours Sincerely



Peter Taylor
Director - International Operations



Anna Grinets
Operations Manager - TGM Ukraine