



Turning challenges into opportunities



Unlock your team's potential
Seamless and cost-efficient L&D services

Discover how to confidently navigate challenges, exceed guest expectations, and turn every complaint into a chance to build lasting relationships in this dynamic complaint handling workshop. Designed to support memorable guest experiences through exceptional problem-solving, and empowered team members.

Who should attend?

Team members needing support to turn challenges into opportunities by breaking down negative assumptions around complaints

What's in store for you?

- ✓ Embracing the customer's perspective to determine their needs.
- ✓ Learning a variety of communication styles to build confidence when dealing with difficult conversations.
- ✓ Understanding and managing complainants' expectations through transparency, trust and collaboration.
- ✓ Strengthening relationships during conflict.
- ✓ Introducing a complaint handling framework to support positive resolutions.
- ✓ Activities to stimulate ideas and problem solving.

How should I reserve a place?

Delivery will be with trainers Tracie Crombie and Sinéad Walsh. Please email contact@ariosi.com or phone +44 (0)20 8168 8168 to book your place now!



Contact Tracie, Sinéad or the wider Ariosi team using the contact details below if you require additional information.

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