

How do your customers know that you are treating them as **individuals**?



Does your call handling skills training encourage agents to treat every customer as an **individual**?

How do your call agents adopt to meet your customers' **individual** requirements?

**TrainTalk** communication skills training solutions will improve customer service and arrears collection in:

- UK based call and contact centres
- Offshore call and contact centres with UK customer base
- Overseas call and contact centres with English speaking customer base
- UK based companies looking to establish a high standard for offshore call centre activity



TrainTalk specialises in designing and delivering communication skills training solutions that use real conversations to develop each call centre agent's ability to build rapport with customers whilst achieving business objectives for their organisation.

### TRAIN TALK COURSES

- Customised and tailored to meet specific business objectives
- Interactive and highly motivational content
- Call structure to aid retention and avoid unnecessary use of scripts

### PHONETRAIN AUDIO CD PACKAGES

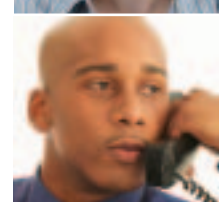
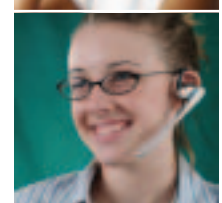
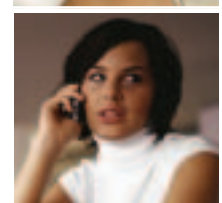
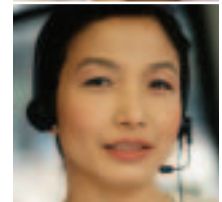
- Generic or customised 'real' conversations for analysis
- Continuity of learning experience through modular format
- Self study, group learning and facilitated delivery

### PLATFORMe ELEARNING

- Tried and tested skills and content
- Evaluation methods to establish and confirm progress
- Internet, Intranet and CD access to generic or customised material

Clients include:

- HBOS (Bank of Scotland)
- First National Bank
- Prudential
- The Co-operative Bank
- Chelsea Building Society
- Birmingham Midshires
- Canada Life
- MBNA Europe Bank
- Eversheds
- Cheltenham and Gloucester
- Scarborough Building Society
- Close Credit Management
- Freemans
- First National Motor plc
- Direct Auto Finance
- Toyota Financial Services
- Grattan
- West Bromwich Building Society
- Legal and Trade Collections
- Staffordshire Police
- Portman Building Society
- Computer Cab



To request further information from TrainTalk complete the form and fax to: +44(0)1204 458221

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type of call centre:

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