



Foreign Placements (UK, USA)  
Training & Seminars  
Protocols & Logistics

## Seminars, Trainings & Short Courses



### Some of Our Clients Include:

- Zenith Bank Plc
- Union Bank Plc
- UBA Plc
- FBN Plc
- Flour Mills Of Nigeria Plc
- Arm Pension Managers
- Haitech Connect
- Michael Stevens Consulting
- Hygeia HMO Limited, Lagos
- Seed Media Ltd
- Feteco Services Ltd
- Entrepreneurs & Individuals

## Customer Testimonials...

- The Seminar was very educative and revealing...
- The Course was enlightening & resourceful...
- The programme was educative and informative...
- The Training was accurate & to the point...

Available Short Course Oct – Dec 2008  
Service Marketing & Service Delivery Strategies

### Course Content

- Service Marketing in the Financial Sector
- The Effective Management of Customers Demands – A focus on SMEs
- Ethics, Culture & Customer Service – Managing the Psychological Expectations of Your Team & Clients
- Creative Customer Service as a Tool for Meeting Company Financial Targets
- Recruiting, Training & Rewarding Employees for an Effective Customer Service Oriented Organization
- Online Customer Service Marketing Tools Every Executive Must Know
- Creative Service Delivery Strategies
- The Effective Management of Customer Demands – A focus on Financial Institutions

**Duration:** 1 day Intensive

**Dates:** To Be Advised on Enquiry

**Cost:** N10, 000 per Participant

**Discount:** 20% for Group bookings

## Dear Colleague,

***“The great trouble in business today is that most people are so busy doing a variety of things that they have no time to get a real grip on any one thing.” Henry Ford***

As the business world is becoming increasingly competitive it is of the utmost importance that you stay ahead of the rest.

Your company's success is highly dependant on you and your staff being able to learn new concepts and principles and being among the first to implement these concepts into your business.

We at **ServiceForts** understand the importance of consistently delivering excellent results to your valued client. That is why we believe you should take the utmost care in choosing who to partner with when it comes to the **training and development of you and your staff.**

ServiceForts Seminars, Training & Short Courses provides high value, creative training solutions to major corporations with a very high standard of content, delivery and service that surpass expectations of all stakeholders: sponsoring corporations, trainees and faculty.

ServiceForts Seminars, Training & Short Courses delivers **creative training solutions in three forms:**

- \* Public courses – Offered in World Class Centres
- \* In-company tailored learning solutions
- \* Personalized One-On-One Sessions

The courses are highly interactive and each course is presented by a world-class trainer using a range of techniques such as worked examples, case studies, directed discussions and real life problem solving scenarios.

We bring together respected experts from the private sector, service and operating companies, government regulatory agencies and leading educational institutions, to provide our clientele with world-class training and insight into every aspect of the individual and organizational development.

One of the ways ServiceForts distinguishes itself from its competitors is through its corporate and individualized training philosophy.

We recognize that no two organizations or individuals are the same - which is why we custom tailor our curricula to ensure that each client's specific and unique requirements are met. Key to our success is our ability to develop and coordinate professional, individual and organizational seminars and training programs in complex cross-cultural settings using a variety of educational formats and methodologies.

Where one or two are gathered, ServiceForts is there to proffer practical business and personal development training solutions.

**To find out how our Seminars, Trainings & Short Courses would be of benefit to you and your team, Contact Us Today**

Yours Faithfully,

*Efe Imiren*

Efe Imiren  
Executive Director  
ServiceForts Training Centre

**For Bookings Call or Email Maureen on**

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