

## The Customer Offer, technical and commercial Overview

### The Customer Offer, technical and commercial

An education for everyone with customer contacts - technicians, customer support and sales. In addition to your own contribution, we involve selected speakers. We have a number of case studies where participants get to practice their skills in bringing out corporate messages in different situations.



### Company strategies and communication

The first part is based on the company's own operations. Participants, company representatives give their view of the business. Key presentations are selected depending on the activities and your preferences. We conduct the first team activities, on what the customer offering includes and how it is communicated.

### Follow-up

Strategies for better customer cooperation are an important part of follow-up. The specific individual improvements of working methods and techniques out in the field ultimately lead to improved results. Follow-up is always on two levels, a comprehensive and an individual.

### The business, the customers and the end-users

We meet our customers, partners and employees in different situations. The meeting between people of different backgrounds and roles should be a mutually rewarding exchange. Experience from existing customers are discussed and processed. How to develop existing business, how to create new business and what is your role in this?

### Scope

The scope of the training is according to our recommendation total of 4 days divided into two sessions (each 1/2+1+1/2 day).

## Welcome!

We are happy to invite you to *the Customer Offer, technical and commercial*. You find date and location for the coming educations on our website and in your confirmation e-mail.

## Program (reservation for changes)

### Module I

#### Day 1

11.30	Welcome
12.00-13.00	Lunch
13.00	Seminars and workshop
17.30	End of session
19.30 – 21.00	Dinner

#### Day 2

08.30	Reflections from yesterday
09.00	Seminars
12.00-13.00	Lunch
13.00	Seminars and workshop, Case studies
17.30	End of session
19.30 – 21.00	Dinner

#### Day 3

08.30	Reflections from yesterday
09.00	Seminars
12.00-13.00	Lunch
13.00	Seminars
15.00	End of training

## Module II

### Day 1

11.30	Welcome
12.00-13.00	Lunch
13.00	Seminars and workshop
17.30	End of session
19.30 – 21.00	Dinner

### Day 2

08.30	Reflections from yesterday
09.00	Seminars
12.00-13.00	Lunch
13.00	Seminars and workshop, Case studies
17.30	End of session
19.30 – 21.00	Dinner

### Day 3

08.30	Reflections from yesterday
09.00	Seminars
12.00-13.00	Lunch
13.00	Seminars
15.00	End of training

## How to register

You register to this education simply by sending the name of the education and your contact information in an e-mail to [register@toleap.se](mailto:register@toleap.se).

We will then send you a receipt and ask for the additional information we need (if you want to you can copy and paste this table into your e-mail):

Course: The Customer Offer

Date:

First name:

Surname:

Company:

Telephone no:

Mobile no:

Address:

Passport no (for citizens outside European Union):

Need of hotel, dates:

Food restrictions (no gluten, vegetarian or other):

Other requests:

FOR CITIZENS OUTSIDE THE EUROPEAN UNION:

Passport no:

I need an invitation letter (yes/no):

## Course fee (Proposal)/ Please, contact us for a price specifically for your company.

The course fee (excl. VAT, exkl. moms) is in total 31.000 SEK (3.200 EUR / 3.600 USD) per participant for both occasions.

This includes the seminar itself, the refreshments served during the training, lunch every day and the dinners the first and second day. All other expenses for travelling, hotel or any other additional costs you might have are not included, you have to pay all additional costs yourself. The course fee need to be paid in advance, late cancellations (31 days before the start of the education) are not allowed.