



CUSTOMER SERVICE WORKSHOPS

We regularly run these 1 day workshops, delivered in a central location or on your own premises.

Numbers are restricted to ensure a productive environment, so contact us for dates or to discuss your individual requirements.

Workshop Details

Customer service is massively important to any organisation, whether this is with an internal or external client.

These workshops are ideal for those in a Customer Service background and wish to reinforce or underpin their knowledge or for people looking to step up and gain additional responsibilities.

- Communication within a Customer Service role
- The Principles of Customer Service within a variety of sectors
- Develop strategies in improving Customer Service delivery



BESPOKE SOLUTIONS

Courses & workshops tailored and delivered to suit your needs.



INDUSTRY SOLUTIONS

Support and guidance, so that the organisation can work to and achieve industry standard regulations and compliance.



BUSINESS SOLUTIONS

Working alongside existing staff, to support and grow particular areas or departments, helping everyone reach and fulfill their potential.

Training solutions that work for your business.



- tutoring
- support
- advice



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training&consultancy

tutoringsupportadvice

Training solutions that work for your business.

tutoring support advice

We can work with your organisation, helping your staff, grow and develop

Established in 2010, ATH Training & Consultancy have over a decades experience in the training sector, working directly with businesses to solve their training and development needs.

We have developed relationships and continue to work with a range of public, private and Government agencies and aim to share our knowledge and experience with you and your staff.

flexible solutions for your business needs

Training Services

Working and understanding your needs is key to our business.

By listening and finding out your needs, we can develop an off the shelf – bespoke package or use existing formal qualifications and deliver it to your staff in a way, which will benefit themselves and your organisation.

Consultancy Services

Building on our initial relationship, we can signpost and advise you on a number of different aspects.

Whether it is working alongside your existing HR Department to developing a structured training programme or assisting you achieve an industry standard – we can assist you.

Our friendly, personable, but professional approach to our role is what makes ATH Training & Consultancy stand out from others. We can listen and identify your needs, in a totally impartial manner – delivering and sourcing to suit your requirements and wants

BUSINESS SKILLS AND ADMINISTRATION WORKSHOPS

We regularly run these 1 day workshops, delivered in a central location or on your own premises.

As with all of our courses, numbers are restricted to ensure a quality learning environment.

Workshop Details

Delegates will develop their skills, awareness and confidence when working within an administrative role, s wish to develop their full potential and/or the potential of others.

- Understanding responsibilities within an administrative environment
- Principles of fulfilling an Administrative role
- Being responsible for your Personal Development
- Understanding change and contributing to it

BUSINESS SUPPORT SOLUTIONS

WE OFFER A RANGE OF PACKAGES AND WORKSHOPS, FALLING INTO OUR TRAINING OR CONUSULTANCY SERVICE. CONTACT US TO SEE HOW WE CAN HELP YOU



WE'VE WORKED WITH A DIVERSE CUSTOMER BASE. HOW CAN WE HELP YOU?

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