

“Very well organised and constructed course. Stimulating and interesting material. Thought-provoking”

“Tutor was very knowledgeable and efficient. She has great communication skills”

“The tutor captivates an audience”

“I was a bit sceptical before attending (another box to tick?). However, there was a lot of good stuff about our market and the dangers of losing it. A message which really does need to be taken on board by everyone”

“Originally I was dreading attending this course, but it was actually most enjoyable and informative even though I thought I knew everything about customer focus”

“Trainer very friendly and makes you at ease. Content good. Allows you to contribute which ensures all information is absorbed”

“The trainer has a very good ability to involve everyone”

“I thoroughly enjoyed the course. I would do another one with this trainer any time”

“Very well thought out, thought-provoking and interesting”

“The training was very informative and enlightening”

“The trainer helped the group to relax and open up more, it made such a difference”

“The best training I've had in a very long time. Many, many thanks”