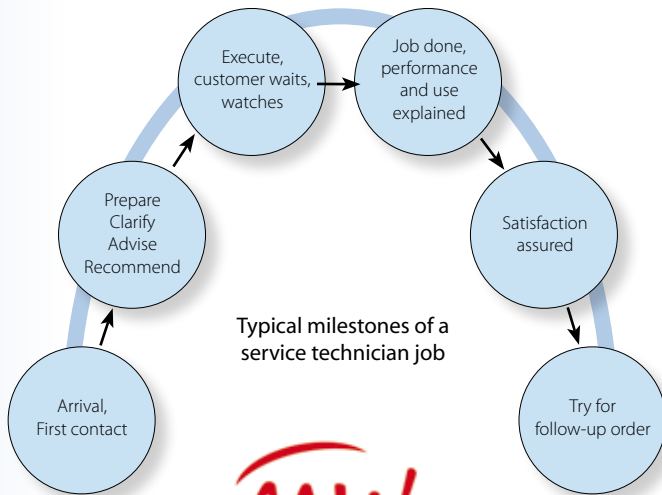


THE CUSTOMER-CONTACT CHAIN



Typical milestones of a service technician job

More links in the chain "as required"



→ We have targeted training for all important situations

© Wiesend & Partner



"Difficult situations are solved together."

HOW TO CONTACT US



Martin Wiesend

The Customer Service Trainers

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"Almost anything can be solved through customer dialogue."



Martin Wiesend

The Customer Service Trainers

"Sales sells the first machine,
Service sells the second."

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WHO ARE WE?

- We are Germany's first softskill training institute specialised exclusively on the technical services industry.
- More than 10 years of experience in training and projects in the services field.
- 6 members of staff in the core competency team for training and organisational development.
- All the trainers have extensive practical experience in the profession and in training / coaching.
- Inter-cultural training experience on 3 continents.

WHERE DO WE WORK?

We are where the technical staff and the customer interact. Our training promotes the ongoing development of social competencies of technical experts and managers.

Our goal is also to support a service culture and sales orientation through Change Management courses and coaching.

MISSION & BENEFIT

- We improve customer loyalty and profitability of the service business of our clients through better and targeted customer contact by the service staff – globally.
- Our training and coaching enables service managers to effectively exercise their important leadership role – even at great distance.
- We offer a user-oriented service, ultimately enabling the customers of our customers (operators and users) improved working or living conditions.



"In talking to the technician, customers experience service competency."

WHAT DO WE OBSERVE?

If we move a cog which is part of a drive, this almost always has an effect on other parts. We are aware of the important interactions and show you how they can be exploited.

WHO ARE OUR CUSTOMERS?

Hundreds of references in the fields of mechanical engineering, plant construction, utility vehicles, medical technology, building technology and IT speak for themselves. Companies rely on our training specialists for their technical service – from the successful medium enterprise via the internationally renowned niche specialist to leading globally operating corporations.

WHO ARE WE ASSOCIATED WITH?

We are one of the first signatories for the leading "Quality – Transparency – Integrity" ethics seal of the Forum Werteorientierung in der Weiterbildung e.V. [Forum for the regulation of standards in further education].



We are part of the following organisations – supporting them through our active membership:



KVD (Kundendienst-Verband Deutschland)
[German Customer Service Association]

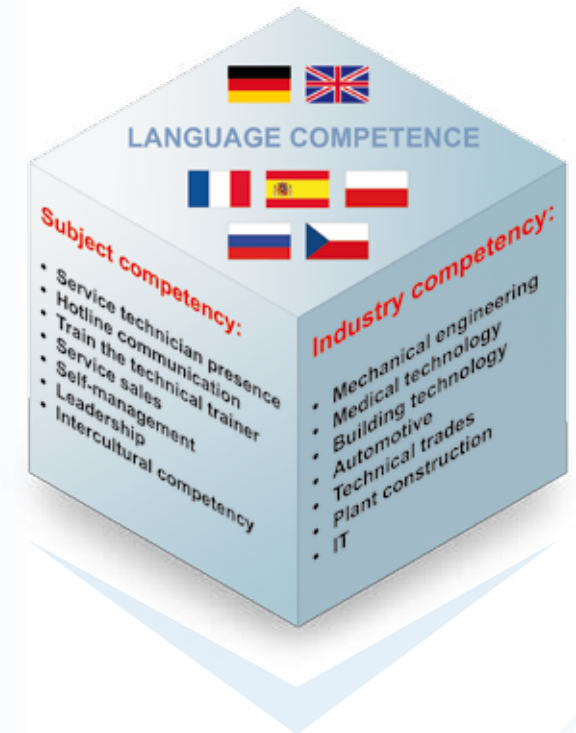


German Chapter of the AFSMi
(Association for Services Management International)



+49 (0) 921 / 98 03 24

OUR FIELDS OF COMPETENCY AT A GLANCE



Martin Wiesend

"If the technician is convincing, so is the company."