



“CUSTOMER CARE & RESOURCES” TRAINING SEMINAR MONDAY 17th AUGUST 2009 BIRMINGHAM

Nabma has been fortunate to secure the services of Paul Richardson who has been a facilitator and graphic artist for many years.

His clients include General Motors, Saab, and Opel in Europe, the Middle and Far East, and the USA.

He has also worked in these fields for 'Investors in People', the BBC, BP and the Birmingham and Solihull Training Enterprise Council amongst others.

This seminar will be of value to all those who have contact with traders the public and other organisations and is ideal for Markets and Town Centre Management staff.

The Seminar will be held at the Manor House, Moat Lane, Birmingham on the 17th August 2009 commencing at 10.00am The cost is £100.00 + VAT for the first delegate from each authority and subsequent delegates £75.00 + VAT. Bookings should be made direct to the Training officer, Dennis Wardle by sending this form to dennis.wardle@gmail.com Or by telephone on 07876790598.



Customer Care & Communications – Monday 17th August 2009

Please reserve _____ places for the “Customer Care & Communication Seminar .

Name/s: _____ Purchase Order # _____

Name/s _____ Authority _____

