

RETAIL AND CUSTOMER

Retail Customer Service

Associates connect fast, turn 'just looking' into 'I actually need', and leave an impression that brings customers back.

"Our sales team leaves revenue on the table."

"Customers walk in loyal and leave indifferent."

WHO IT IS FOR

LEVEL

Store and service teams, Frontline leaders

GROUP SIZE

Any group size

TIME

Anywhere from 60 minutes to 2 days

FORMAT

In person · Virtual

LANGUAGES

English

BUSINESS OUTCOME

Customer loyalty, Revenue growth

WHAT HAPPENS

Associates practice the first thirty seconds: connect quickly and create a comfort zone.

They ask the questions that find the need sooner, showcase the product in its best light, and handle 'I'll think about it' out loud.

Each leaves with the words they will use on the next shift.

WHAT CHANGES

- 'Just looking' turns into a conversation
- 'I'll think about it' turns into 'I'll take it' more often
- Customers return because they were understood
- Loyal customers cost a fifth of new ones

HOW WE MEASURE

The team leaves with a written action plan, each item tied to a name and a date. Thirty days later we check which items moved and report that back to the sponsor.

HOW IT FITS WHAT YOU HAVE

Built around your store formats, your customers, and the moments your associates face on the floor. Practice rounds use your merchandise and your policies.

INVESTMENT

\$10,000 per day

Per delivery · same number in USD, CAD and EUR

Half day or full day per store cluster. Multi-store rollouts scoped after a JSD.

Formats: anywhere from 60 minutes to 2 days, for any group size. One Facilitator day covers everything up to a full day at the investment shown; a second day adds \$10,000.

WHAT IT INCLUDES

- A one-hour Joint Solution Design call, where you choose what your Participants experience
- Your Blueprint, the design for your delivery, reviewed by you before anything is built
- A Participant Manual matched to that Blueprint

Schedule a 20-minute walkthrough

[See how it runs online](#)

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