



in partnership with



MARY GOBER INTERNATIONAL

invites you to the first 2-Day Open Seminar in Belfast on

## THE 'GOBER METHOD' for the Psychology & Language of Service™

14-15 April 2010

The Stormont Hotel, Belfast

### Results experienced by our clients following the introduction of the GOBER METHOD include:

- Customer satisfaction *up* by **30%**
- 1st time resolution of customer complaints *up* from 87% to **90%**
- Staff turnover *down* from 30% to **12.8%**
- Staff satisfaction *up* from 46% to **79%**
- Staff sickness absence *down* by **35%**
- Customer complaints *down* by **20%**
- *Recognition* in The Sunday Times' '100 Best Companies to Work For', including *top ranking* among 'The 100 Best Small Companies to Work For'

### The Open Seminar is an excellent way to:

- Experience the complete 2-Day Gober Method content
- Evaluate our approach prior to an in-company rollout
- Understand how measurable improvements in behaviour, customer service metrics and financial results can be achieved in your organisation

### Who Should Attend?

Everyone in the service delivery chain is welcome to attend - executives, managers, team leaders, frontline representatives and even suppliers. People attending as a team realise even greater benefits.

For further details or to book places at the special rate of £695 + VAT per delegate or £495 + VAT for 2+ delegates, please contact **Jemma Baker** on **0844 418 8000** or via email at [jemmabaker@marygober.com](mailto:jemmabaker@marygober.com)