

# Business Support Workshop for Equestrian Organisations



## Every Customer Counts

Every Customer Counts is a business support workshop that has been developed by the British Equestrian Federation with the aim of providing essential training to help equestrian organisations retain and grow their customer base by delivering a quality customer service

### Benefits include:

- The customer experience
- How to deal with difficult situations
- Ways to improve your customer retention
- Developing staff and clients to become your best advocates

**When:** Monday 8th October 2018, 10.30—13.30hrs

**Where:** Overdale Equestrian Centre, Nether Westcote, Chipping Norton,  
Oxon, OX7 6SD

**Cost:** £10.00 ABRs members, £12.50 non members

To book your place ring the ABRs office on 01403 790294

