

Business Name \_\_\_\_\_

Address \_\_\_\_\_

Contact \_\_\_\_\_

Telephone \_\_\_\_\_ Email \_\_\_\_\_

Please indicate which training courses your company may be interested in and an approximate figure of how many employees would benefit from the course.

**ESSENTIAL SKILLS**

Number of  
places

Time Management	
Assertiveness & Confidence	
Reception Skills	
Telephone Skills	
Minute Taking	
Communication (written, spoken)	
Presentation	

**FINANCE**

Number  
of places

Budgeting	
VAT	
Bookkeeping	
Debt Recovery	
Credit Control	
Cash Flow	
Margins and Mark-up	

**CUSTOMER SERVICES & SALES**

Excellence in Customer Services	
Handling Complaints	
Dealing with Customers	
Telephone Sales	
Sales Negotiation	

**MARKETING**

Fundamentals	
Utilising Social Media	
Direct Marketing	
Market Research	

**GENERAL**

First Aid	
Health & Safety at work	
Presentation Skills	
Creative Thinking	
Exporting and International Markets	
Microsoft Office Training	
Other ICT Training please specify details	

**MANAGEMENT**

Leading a Sales Team	
People Management	
Effective Management/Delegation	
Problem Solving	
Project Management	
Bid & Tender Management	
Business Law	

If there are any courses you would be interested in and they are not listed please let us know.