



IIC Ambassador Award

Recognise and reward your customer champions with the IIC Ambassador Award

The IIC Ambassador Award is more than just an accolade
it's a gateway to creating true customer champions.

Our new eLearning course equips your staff
with the skills and knowledge to enable them to
deliver remarkable customer experiences.



Recognising their skills with the prestigious Ambassador Award and
reinforcing your business as an investor in customers.

WHY THE IIC AMBASSADOR AWARD?

Individual Benefits

- **CPD Accredited:** Counts towards CPD points/credits
- **Raised Profile:** Instant recognition by customers and colleagues
- **Improved Performance:** Valuable insights into building stronger customer relationships.
- **Professional Development:** A transferable award, enhancing professional development

Company Benefits

- **Consistent Customer Experience:** Ensuring key staff consistently delight customers
- **Increased Brand Reputation:** Reinforces your customer centric credentials
- **Maximise your ROI:** Incorporate within your induction programme to ensure consistency from day one
- **Employee Onboarding:** Establishing you as an employer of choice

The course contains:

- **Knowing and understanding your customers**
- **Active & effective listening**
- **The art of communication**
- **The power of words**
- **Solving problems & complaints**
- **Treating customers fairly**
- **Being remarkable**

Plus much more...



Prices from £249 plus VAT. Discounts available for multiple subscriptions