



WORLD TRADE CENTER® CYPRUS



PARTNERING TOWARDS YOUR SUCCESS

ADVANCED HOSPITALITY TRAINING

BUSINESS CENTER SERVICES

CONSULTANCY SERVICES

TRADE INFORMATION SERVICES

TRADE MISSIONS

TRADE SHOWS & EXHIBITIONS

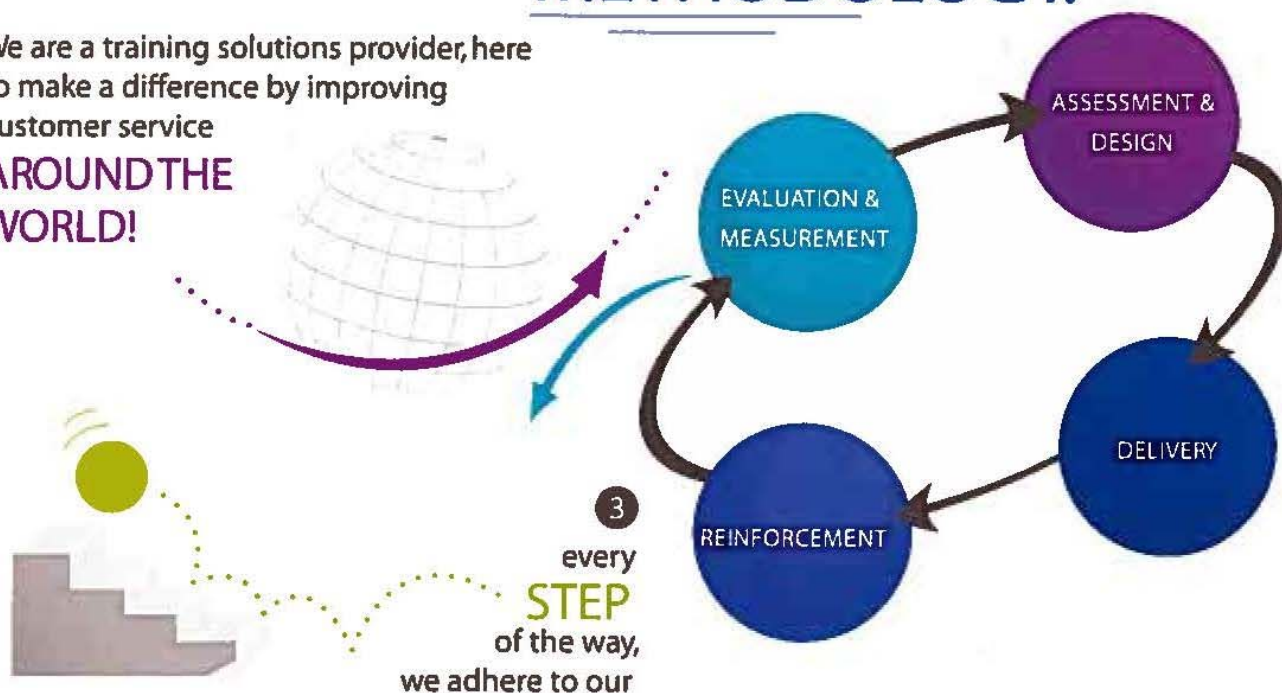
World Trade Center Cyprus has been an active member of the New York World Trade Centers Association since 2004. The Association membership is fully integrated into a network of 323 World Trade Centers in 95 countries on 6 continents. WTC Cyprus provides business-to-business services in consultancy, professional training, serviced offices, trade missions, conferences, seminars and trade exhibitions. WTC Cyprus is wholly owned by World Trade Centers Holdings (Cyprus) Ltd, a licensed holder of 15 WTC locations in the MENA Region and Perth-Australia.

We Make Things Happen

Who WE ARE

OUR SIGNATURE TRAINING METHODOLOGY

- 1 We are a training solutions provider, here to make a difference by improving customer service **AROUND THE WORLD!**
- 2 What makes us unique is our **METHODOLOGY.**



CORE VALUES AND BELIEFS:

{ DO THE RIGHT THING • TAKE PRIDE IN WHAT YOU DO
MAKE IT FUN • PASS YOUR KNOWLEDGE ON
— BE LEGENDARY! — }

- 4 Our tools include:

TRAINING

DESIGN

MEASUREMENT

COACHING

DEVELOPMENT

- MYSTERY SHOPPING
- SURVEYING

- 5 And we work with companies with strong brands to **BUILD CUSTOMER-CENTRIC CULTURES** and improve customer experiences.



- 6 Here at World Trade Center Cyprus, we promise to be **INSPIRING AND FUN, RESULTS-DRIVEN**, and to provide **TRAINING THAT STICKS.**

DISCOVER HOW WE CAN HELP YOU

Contact Us Today!

+357 25 588116

MYSTERY SHOPPING

MEASURE SALES AND SERVICE SKILLS

Companies that care about Sales and Service invest substantial time and resources in training their staff to consistently deliver legendary experiences.

But how do you ensure your staff members are applying the skills they've learned?

Our Mystery Shopping program can be used to measure staff performance in conjunction with one of Signature's legendary training programs or with your own in-house training program. Using your pre-determined criteria or one of our proven "magic formulas" we will create a tailored Mystery Shopping program to identify where your staff excels and where they may need additional training or coaching.

Whether it's via telephone or on site, we'll pose as typical customers and evaluate your staff.

Reports from both on-site visits and shop calls are submitted quickly and available to you for assessing, coaching or rewarding your team.

Depending on your company's needs, Signature will create a Mystery Shopping program that's right for you.

3 FOR FREE

FIRST IMPRESSIONS LAST



- Does your team know the right answers to customer's questions?
- Do they identify caller needs and create value before quoting rates?
- Do they ask for the business?

Let us help you answer those questions today.

Take action now and request 3 free calls; you will be glad you did.

To claim your 3 For Free, please contact us at +357 25588116



OUR SIGNATURE TRAINING PRODUCTS

Transient Edge® - Convert More Reservations

Improve guest satisfaction, boost occupancy and increase market share when you engage employees in the Transient Edge® training program. More than an ordinary training event, Transient Edge® equips reservation agents and front-desk staff with a simple formula to effectively handle - and convert - reservation enquiries.

Service Edge™ - Deliver Legendary Experiences

Improve guest impressions to boost repeat business and service scores when you train employees with the Service Edge™ training program. The program also includes our Service Skill Kit which provides 6 months of brief, daily activities to keep legendary service delivery top of mind for all employees. This fun, unique and empowering business solution gives frontline and support staff the training, motivation and confidence they need to make every guest encounter a positive one.

Client-Centered Sales™ - Increase Revenues and Customer Loyalty

This training program is all about increasing revenues by communicating better and advancing sales relationships. Training for sales should always include customer service sales training, and our program improves both skill sets.

A comprehensive sales training program that gives your hotel sales team the skills to drive results. A relationship sales training class that creates consultative, results-driven hotel sales professionals.

Customer Experience Edge™ - All Staff Training

Turn satisfied customers into loyal ones with our organisation-wide approach to creating a culture focused on customising experiences. Unlike siloed, department-specific training, Customer Experience Edge™ is designed from the customer's perspective and engages an entire organisation.

Spa Edge™ - Legendary Sales and Services

Skilled service and sales employees are absolutely essential to success in the spa industry. Signature Worldwide's Spa Edge™ program gives your staff the training they need to convert more inquiries to appointments and improve customer loyalty by creating legendary experiences.

Spa Edge™ is a fun, unique and empowering training solution that gives customer-facing staff the skills, motivation and confidence they need to make every customer encounter a positive one.

The training includes reinforcement with coaching and ongoing mystery shop calls, which helps to ensure consistency, accountability and continued development.

Signature[®]
WORLDWIDE
business and training solutions



**WORLD TRADE CENTER
CYPRUS**