



# **RCA Mr Price**

## Customer Journey Training

---

DEVELOPING YOUR HUMAN CAPITAL



# About RCA

## WHAT

RCA works with a collection of premium brands across the hospitality and retail sectors with one key objective:

**To develop your human capital.**

## HOW

- Bespoke Live & Digital Training
- Customer Experience Audits
- Recruitment



# Training Approach

No company culture is the same, therefore no training solution can be replicated and be effective.

Having been exposed to a variety of service driven environments, our training approach aims to facilitate the development of your staff in line with your envisaged service culture.

Our focus areas include:

- Developing Relationships with Customers
- Simulation based communication skills
  - Sales through Service
- Modern Day Customer Needs & Expectations
  - Customer Empathy
- Selling Solutions and not just Products
- Managing & Leading Retail Service



# Channels

We focus on 2 main channels, live training and bespoke digital training.

## Live Training

- On-site
- Interactive and Scenario-focused.
- Tailored content development.
- Bespoke Training Manuals.
- Aligned to your service culture.
- Flexible to the day's operational requirements.

## Digital Training

- A digital manual of your brand story and service standards.
- Functions as a fantastic induction option.
- 100% aligned to your product offering.
- Accessible across all web-enabled devices.
- Terrestrial version available for slow connections

# RCA Contact Information

---

## RCA Consulting

1<sup>st</sup> Floor, Harfield Business Centre  
48 2<sup>nd</sup> Avenue  
Claremont  
7708

+27 21 671 4481  
info@rcaconsult.com  
www.rcaconsulting.biz

