

## TEASER VIDEO SCRIPT

We all know what customers mean for us. That's why at XXX, we're customer obsessed.

Everything we say and do leaves an impression, so let's make every interaction count.

*[pause]*

There's a new course on the way that we've designed just for you.

It's called *Making extraordinary connections* and it's available to access from April 3<sup>rd</sup> in ~~~.

The course will take you through how to have better communications with both customers and colleagues, whether you're using the phone, email, XXX Online or social media.

Learn with real-life scenarios backed up by practical solutions and advice.

Explore what customers are feeling, and look at some powerful ways to deal with challenging situations.

*[pause]*

You're key in achieving the high standard our customers expect from us, so grab this opportunity to make your communications shine!

Be proactive. Be positive. Be clear and consistent. Keep developing as a XXX customer champion!

—

c. 60"