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OXFORD  
PLAYHOUSE

# CUSTOMER SERVICE TRAINING THROUGH DRAMA

## PRESENTING GREAT SERVICE USING DRAMA-BASED TECHNIQUES

*"More than 300 staff at Westgate's John Lewis have been put through their paces by the Oxford Playhouse theatre... part of new John Lewis' bold plan to reinvent the department store for the 21st century."*

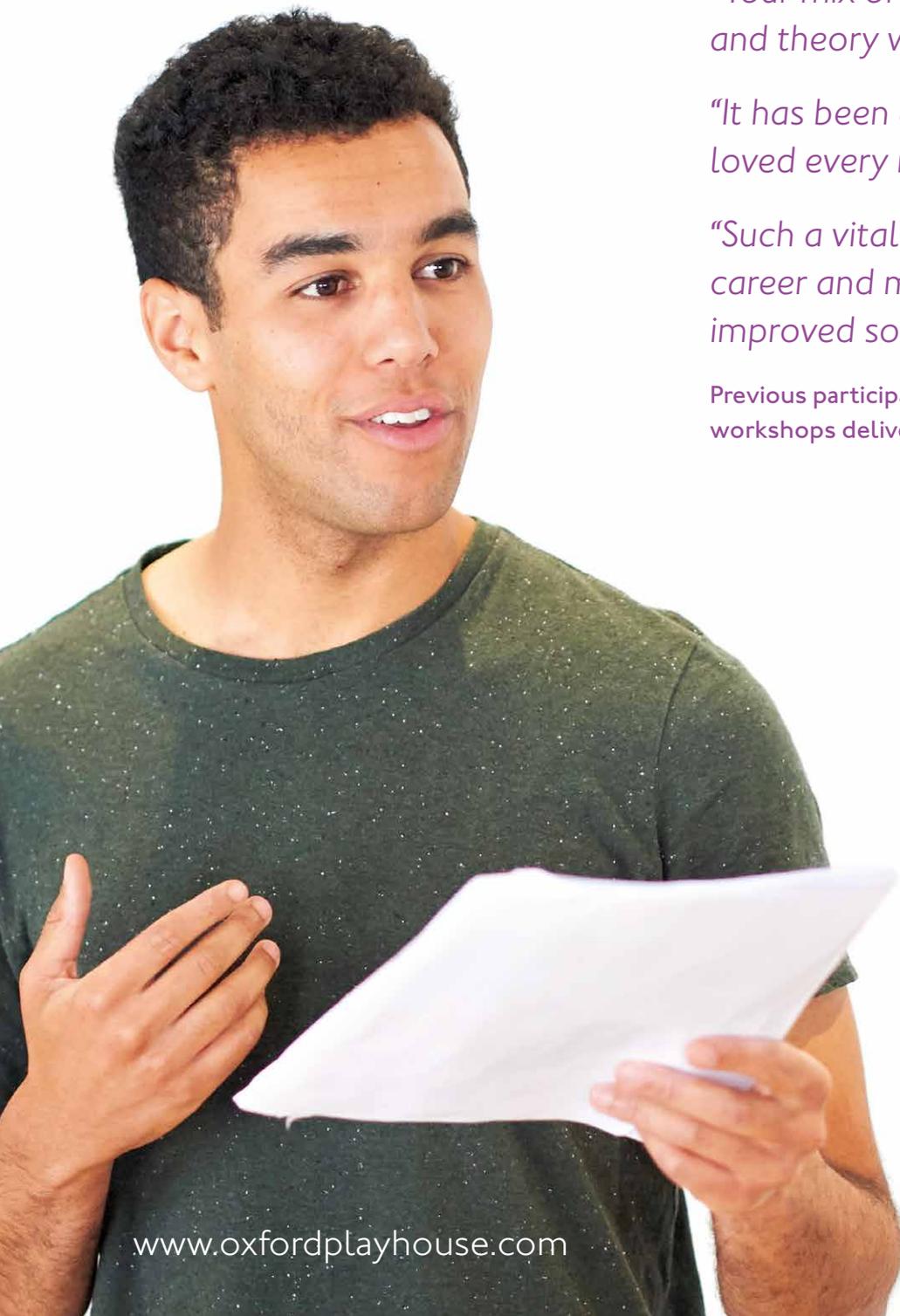
**The Guardian, October 2017.**

*"Your mix of practical and theory was just right."*

*"It has been a fantastic experience, loved every minute of it!"*

*"Such a vital step in my future career and my confidence has improved so much."*

Previous participants on professional workshops delivered by Oxford Playhouse.



# CUSTOMER SERVICE TRAINING

Oxford Playhouse offers drama-based training to improve customer/client service. We can train your staff to use their voice, body and gesture to quickly establish an excellent rapport with customers and clients.

## Voice control and delivery

Participants are taught basic techniques for how to recognise and control the different tones of their voice. This will help them to communicate in a clear, professional and inviting way at all times.

## Body language and gesture

Our workshop looks at stance, gesture and eye contact to help your staff understand how they can present themselves in the best and most open manner possible.

## Reading

Your staff will be given a short, simple reading to work on, applying the skills that they have learnt.

## Role play

Your staff will test their new skills in a series of role play scenarios that are relevant to the different functions within your company.

## Discussion

The workshop will end with a reflection on all the techniques your staff have learnt and how they might now apply them to their work.



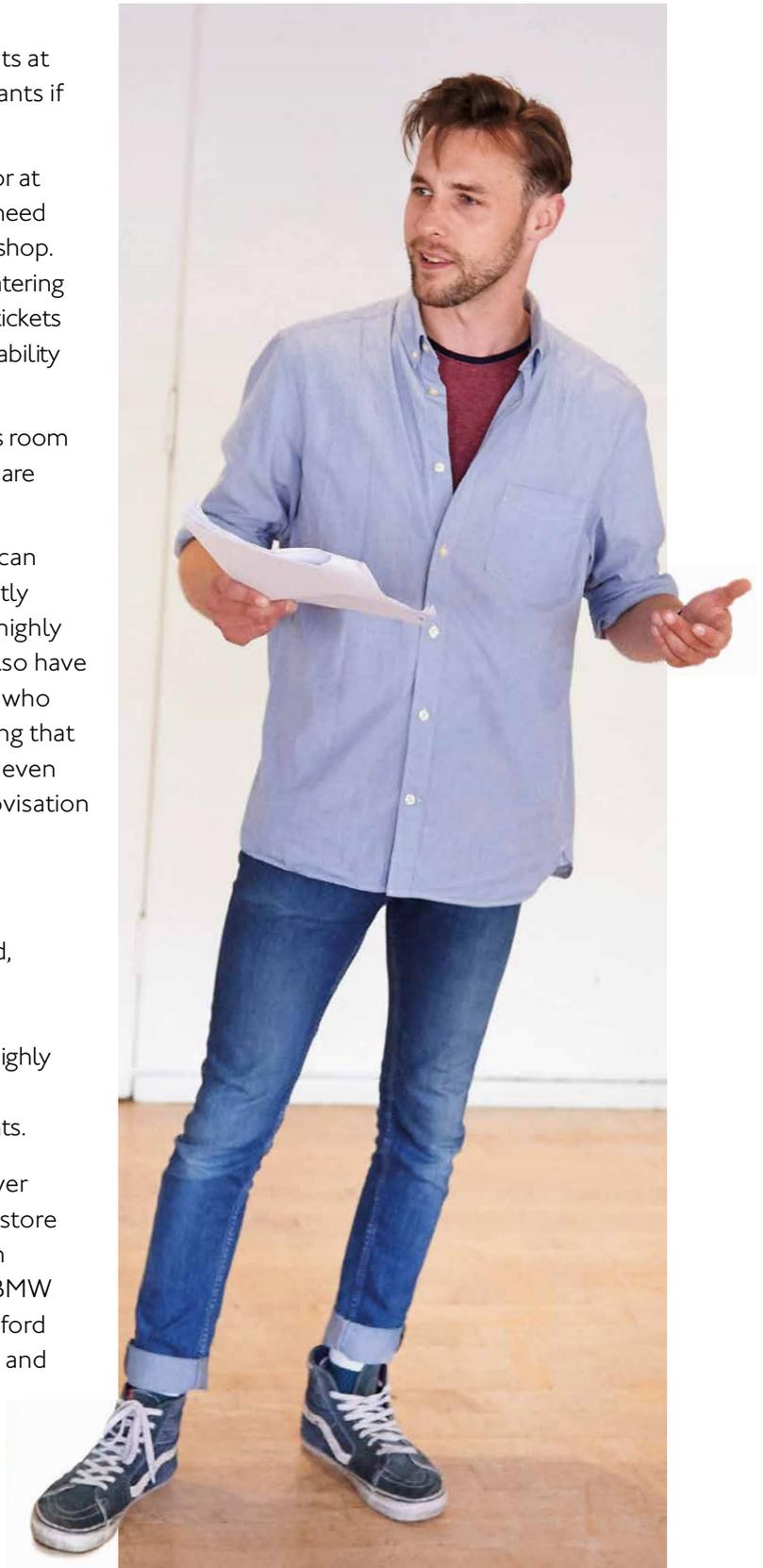
## Practicalities

- Workshops are designed for up to 20 participants at a time. We can deliver to more than 20 participants if required and are happy to discuss options.
- Training can either take place at your own venue or at Oxford Playhouse. If at your venue, then we will need to review it to make sure it is suitable for the workshop. At Oxford Playhouse, we can provide in-house catering and enhance your day with back-stage tours and tickets to the evening's performance (schedule and availability depending).
- We charge by participant. Additional costs such as room hire, refreshments, tickets or travel to your venue are charged separately, as is VAT.
- As well as workshops on customer service, we can design a bespoke training programme that exactly matches your needs. Our participation team is highly experienced at delivering workshops, and we also have a large network of educators, actors and artists who can broaden our offer. We have delivered training that covers team building, presentation techniques; even performance skills such as stage combat, improvisation and more!

## Why choose Oxford Playhouse

For over 80 years, Oxford Playhouse has entertained, inspired and educated the people of Oxford. Our participation team provides creative experiences for over 20,000 young people and adults a year and is highly experienced at delivering workshops in a variety of educational, community and corporate environments.

Our participation team has successfully trained over 300 John Lewis partners in Oxford's new flagship store in autumn 2017. Since then they have worked with major local and national organisations including BMW Motorrad, Blenheim Palace, Freeths Solicitors, Oxford Brookes University, John Lewis Partners (national) and Waitrose.



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