

**SBL CLAIMABLE**

# GROOMING FOR CUSTOMER SERVICE



## OVERVIEW

Image is a powerful tool for business professionals. Image constitutes of appearance and personality. Both are as important as the quality of the product they market. Just like all good products; they require great packaging. Business professionals not only require being good in the hard skills, but also need to be proficient in the business culture. The way they look, talk and behave reflect on the quality of the person they are and the brand they represent. It is utmost important to ensure each professional representing the company has an impressive image that helps as a leverage in building trust which is the fundamental of business relationships that leads to securing profitable business deals.

## OBJECTIVES

- Understand the concept of “Looking Good & Feeling Great”
- Improve and internalize professional business etiquette and mannerism through enhanced communication and interpersonal skills
- Elevate their self-confidence through proper skincare, basic personal hygiene and appropriate make up skills for good grooming

## COURSE OUTLINE

- Your image is your asset
- professional decorum
- social etiquette in the business world
- decoding the dress code
- head to toe

### WHO SHOULD ATTEND?

- Young executives in entry level position
- Middle management executives/ managers



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