

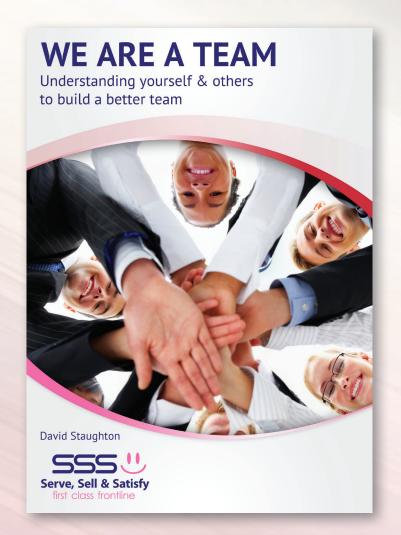


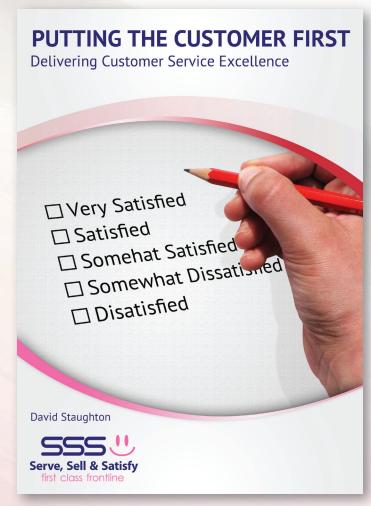


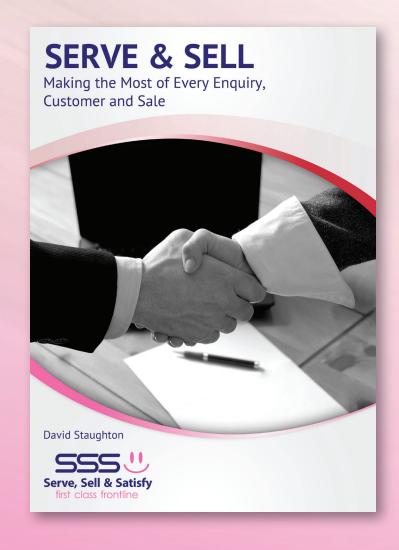
DAVID STAUGHTON is Australia's expert in the seasonal selling of products and services: improving sales in quiet & tough times to achieve consistent sales all year round.

To assist his clients to make a dollar and a difference, David has written a series of training manuals on how to Serve, Sell and Satisfy their customers. You can create a first class frontline for your business with these proven customer service techniques.

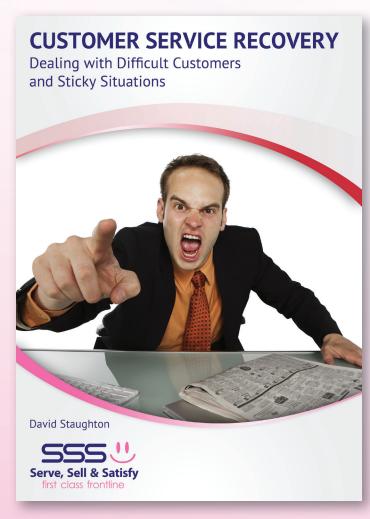
David's consulting services have been credited for multi-million dollar sales turnarounds for his clients. Based in Melbourne, David's expertise is highly sought-after he works extensively throughout Australia, across Asia and the Pacific.











1. WE ARE A TEAM

Understanding yourself & others to build a better team

2. PUTTING THE CUSTOMER FIRST CUSTOMER

Delivering Customer Service Excellence

3. SERVE & SELL

Making the Most of Every Enquiry, Customer and Sale

4. MAKE MORE EXTRA SALES

How to sell more to your customers

5. CUSTOMER SERVICE RECOVERY

Dealing with Difficult Customers and Sticky Situations

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