

Testimonials

Receptionist testimonial...

'I didn't want to attend a training day as I was worried I would be made to feel uncomfortable by not knowing as much as everyone else. How wrong I was. The day was relaxed, we had some fun, a great lunch and I learnt a load of new things that makes me feel so much more confident when talking to patients'

"Our bespoke day was a great success, the staff enjoyed and were challenged by it. They have much more confidence in dispensing and giving our patients an informed choice for their optical requirements. I am sure it was no coincidence that the month following the training day was our best ever! Thank you Simon"

Wyn Williams

Wyn Williams Optometrist

Simon delivered a "custom made" day tutorial which meant that all staff were able to benefit. It resulted in an increase in their confidence, performance and general morale within the practice. We all had fun too. We will be asking him back soon.

Jean Oldbury

Oldbury and Cruickshank Opticians

Our recent bespoke training day run by Simon Burgess exceeded expectations. We wanted the day to reinforce good practice to our long serving staff and define our service delivery to our newer staff. We also wanted it to be a team building day which allowed the staff to discuss any issues with each other.

The staff had a great time, Simon kept things entertaining and yet challenging. I ended up with a list of ideas from the staff of changes they can make to improve the impression we give to patients. A very worthwhile day!

Martin Bull

Nixon and Shaw Optometrists

We have just completed our 3rd bespoke training day with Sight Care Training. The sessions have been informative, invigorating and create a buzz amongst the staff which becomes infectious. A fantastic investment in your company!

Dave McGowan

The Eyeworks

We had an onsite day of training from Simon to create a buzz within the team. We held it during our recent refit and it made a huge difference to the team. We started back looking to raise the bar with confident, inspired staff. The day was built to give us the skills to meet ever increasing patient expectations. It was a brilliant exercise because we all got the same training at the same time. The day has already reaped financial dividends with higher average order values from more interactive frame styling. The best outcome, however, is a more effective practice team all working together. It was also a lot of fun! We will be doing it again in 2011.

Stewart Townsend

B Newbold Leek

After over thirty years as an Independent Optometrist I have found that keeping up a steady flow of outside training really keeps up the interest of all the staff and repays its cost several times over.

Richard Petrie

Richard Petrie Optometrist

"Informative, entertaining, well structured and incredibly useful. It is good to sometimes stop and think about what you are saying and doing as we all get into bad habits without even realising it. It was really useful to re-evaluate and discuss better ways of communicating with our patients and providing them with even better service."

Victoria Brooks

Cameron Beaumont Ltd