



SHELL (MAURITIUS) Customer Service Excellence training on 8-18 October 2007



Christian: *'Really helpful training as I had hands on experience on customer service via role plays.'*

Mio: *'Loved the workshop especially the facilitation style as it was a great mix of theory and loads of interaction. Also the fact that representatives of all departments were present allowed us to vent our concerns and find solutions together'*

HOLCIM (MAURITIUS) Customer Service Excellence Training on 1-2 November 2007



Ricardo: *' Very enriching course. I have learnt how to handle conflicting situatioin and how to communicate with my colleagues and clients'*

Ashween: *'This training got me out of my comfort zone and had me reflect on small positive changes that can have significant positive impact on my service.'*

BRITISH COUNCIL Interaction Leadership Program in Dakar, 22-24 October 2007



This high profile training attracts around 200 emerging leaders from 20 countries in Africa and the UK. Each year, two pan African events are organised; this year, the Dakar and Zambia events kept their promises.

A participant: 'I left thinking that the future is Africa. Thank you for the great experience'

With reference to Aug 2007 newsletter, please note that G. Nuckchady is the main facilitator in Mauritius for British Council's Interaction Leadership Programme and he led the Connecting Classrooms workshop 6-8 Aug and Interaction Programme 23-25 Aug with A. Mosaheb of Blast Communications. Aisha has taken on a facilitation role in support. We look forward to continue to take an active facilitative role in this programme in the future.

WE HAVE MOVED. Check out the new Blast office!



Check out our new address, 32 Bis St Georges St, Port Louis.
Telephone numbers, fax numbers, email and people around have not changed. Our apologies if you experienced chaotic service during those two days. We confirm that order has emerged...

The Blast team

