



In the seven years that my "World Class Call Centres" MasterClass seminars have been running, I have been privileged to have been in a position to share almost 30 years of my experience and anecdotes and my learning's with over 2,500 delegates in eight countries. I am proud to be able to share just a few of the comments that I have received over the years.

Rod Jones

December 2012

The Rod Jones CRM and Contact Centre MasterClass is a must attend for all serious Contact Centre professionals. Rod has the ability to translate complex Contact Centre concepts into information that is easy to understand and apply. The seminar was fun and interactive, loaded with "A-ha" moments." ***Hennau Wentzel – Managing Director, Direct Channel Academy.***

"Even if you are a seasoned Contact Centre Professional, this Master Class will give you pointers on how to up your game in your organisation. The shared knowledge and techniques is invaluable." ***Naseema Moorgas - Eskom***

"I found the Rod Jones 'World Class Contact Centres' seminar to be extremely useful. The seminar helped me to graduate our perspective from just creating a good customer experience into managing each interaction professionally to cement relationships with our customers. Rod's seminar is well researched and it focuses on current contact centre and CRM challenges whilst offering practical solutions, real skills and actionable insights. Rod Jones has immense wealth of knowledge in the evolution of customer service and this gives him the right vision of forecasting future trends." ***Pauline Warui: Executive Head of Customer Care. Safaricom, Kenya***

"This seminar is excellent. I gained valuable knowledge. Rod is passionate about call centres and this is evident in the manner he presents." ***Thembisa Tyam - Standard Bank***

"Thorough from start to finish. Gave me a great overview into contact centres. Would highly recommend the seminar! Thank you!" ***Yvette Zulch - Emmanuel's***

I found the seminar very informative which has assisted me to re-look at some of the business processes/system and become a lot more client centric. ***Charmain Naidoo - Medscheme***

"I really loved the seminar ! A lot of things now make sense and I can't wait to implement some of the stuff that I have learned from you" ***Liza de Koning - Medikredit***

"I have been in a call centre environment for approximately 4 years, and the insight I received with regards to the industry in this 2 day seminar was exceptional and far more beneficial to me. A definite great result." ***Raziya Moosa - Nedbank NCC Contact Centre***

This is a great seminar for developing up and coming managers. We as iChoices have benefited from the knowledge gained by our staff as well as the networking opportunities." **Gavin Atkinson - CEO iChoices**

"This is a 'must do' training for all organizations hoping to set up call centres." **Richard Daniel - Uganda Revenue Authority**

"Rod, you are truly a remarkable teacher—unlike other courses I was captivated and stayed focused all the time." **Cathy van Rooyen -New UPD**

"I really loved the course! A lot of things are starting to make sense and I can't wait to implement some of the stuff that I have learned from you." **Liza de Koning - Medikredit**

"Your passion is catchy!" **Christelle van Staden - Nedbank**

"Very useful tips and a great presentation." **Pauline Warui - Safaricom - Kenya**

"The seminar has been a great eye-opener on the tremendous organisational efficiency that can be achieved through a modern call centre." **Mary Mwongela - Kenya Power & Lighting Ltd**

"Excellent! This seminar should be attended by every call centre professional in the country." **Rocky Chirkoot - Skye Group**

"This was an excellent seminar. I now have better clarification on how a call centre is and can be more effectively managed together with processes & procedures which can be implemented. Rod, you are a absolutely fabulous & outstanding facilitator, thank you." **Melanie Naido - Sibize Contact Centre**

"Excellent & gained lots of information." **Lynne Howell - Absa Investments**

"Please invite me again on these seminars. I found them very informative, adding such extensive value, keep abreast of what is taking place in the market." **Thulani Cele - Cell C**

"Rod is an excellent facilitator. Fully knowledgeable with a real passion for the industry. He makes the session quite interesting through relevant eg's jokes which keeps the audience involved. This is an excellent networking opportunity where one can benchmark & get an insight into what is happening in other contact centre environments." **Theresa Vika - Telkom SA**

"Excellent knowledge content & sharing of tips & techniques. "Sharing gives all the opportunity to grow & learn". **Laurette Inglis Mr Price**

Very informative. Rod Jones is extremely knowledgeable & his passion for this industry is highly infectious. He has a remarkable way of transferring his extensive knowledge." **Rene Minnaar - Antidote Training Academy**

"Great initiative & very informative. This course gave me the wings I needed to move to the next level." **Yolande Langa - Medikredit**

"The seminar added enormous value & insight. Greater understanding of what happens in the background i.e.: IT **Nikki Meiring - Quest Flexible Staffing Solutions**

Excellent! Course should be attended by every call centre professional in the country." **Aveenash (Rocky) Chirkoot - Skye Group**

"We have covered more valuable info in these two days than in many other similar sessions or seminars. Well done to Rod to a job well done." **Francois Slabbert - TFMC**

"I found it very useful, practical & realistic. I can't wait to share the knowledge I gained with my staff & my boss." **Yoyo Mthembu - Liberty Life**

"I would highly recommend this seminar to fellow colleagues as it is very informative." **Verona Naicker - Maringo Communications**

"Great stuff - truly Master! Thank you for the opportunity. Would've loved to hear more about the budgeting & financial issues." **Hennau Wentzel - Direct Channel Holdings**

"Fantastic insight into audit standards, which I will use in the growth of our organisation." **Doug MacSween - Max ASP**

"Lots of incredible ideas / new info / wonderful networking." **Francois Venter - Absa**

"Excellent presentation backed up by years of experience. Excellent visuals." **Nokuthula Qwabe - Cell C**

"Excellent refresher for me. Learnt a lot & definitely have taken back lots of new ideas." **Charmaine Naidoo - Medscheme**

"Wow! Great course. I learnt a great deal." **Teshan Naidoo - Merchants**

"Valuable training & the facilitator had a lot of knowledge & info to share." **Allina Maredi - Telkom**

"Very informative, useful info. Can be applied to any Call Centre to improve efficiency." Shoyab Essop - Telkom

"Very informative covering more than was expected. Great ideas for changing the current operations." Meg Raphael - Exordia - a PriceWaterHouse Company

"Very informative session, will be able to implement a lot of things back @ work." **Chantelle Strydom - Invincible Outsourcing**

"Rod, this was my first seminar with you and it was an absolute honour. Your infinite knowledge of the industry is excellent & I have taken so much out of this seminar. You are an asset & inspiration to the industry." **Robert Venter - ITFPM Empowerment**

"Brilliant! Extremely helpful & insightful." **Keegan Hagan - Private Label Promotion**

"I have learnt so much in these 2 days. I thought I knew it all as a call centre manager, but from this I think there's a lot that needs to be done in our organisation." **Precious Shuping - Rand Water**

"This was very helpful. It gave me a good overview on contact centres as a whole Rod has a wealth of knowledge which kept me captivated." **Eldean Brooks - Sibize**

"The seminar was very informative, thank you very much Rod for sharing the information with us. This is real quality information." **Irvin Bogopa - University of Pretoria**

"This was like taking a visit to a call centre "candy store". So much info, thank you very much." **Sharon Whitehead - Barnstone Outsourcing**

"Rod is a very fun fellow. Excellent presenter. Not boring at all. I enjoyed his presentation . I thought I was going to leave early but I was addicted to his presentation style." **Mpho Mampuru - Absolute Telecoms & Technology Solutions**

"Very informative, as a telecommunication/voice consultant, I have a better understanding of call centres & I can now offer a tailor made solution for their contact centres. Thank you for inviting me , it was really interesting & I know I can use some of the lessons in my environment." **Nthabiseng Ramosotho - Absolute Telecoms & Technology Solutions**

"I was impressed at the ease with which theory & practical examples were given." **Bryan Schneider - Sibize International Calling**

"This is the best informative seminar I ever attended, keep up the excellent job Rod!" **Elias Montoedi - SITA**

"Two major things stand out: incredible enthusiasm for call centres, willingness to share learnings & info for the betterment of the industry. Great conference to meet like minded people. Thanks very much." **Debby Webster - Triskel**

"An absolute must for any company that is planning to open/start a call centre." **Miaan Frielingsdorf - Barloworld Motor**

"Learnt so much. I will definitely be able to use this knowledge to improve my area. Excellent!" **Sunita Ramcharan - MiX Telematics Africa**

"The speaker was very proficient & professional. Rod is an expert at what he does & I as a owner feel at ease now that I've been provided with tools/knowledge to overcome barriers in my company." **Thembele Paul - Sikundla Thera Telemarketing Services**

"Training was very informative. Clear explanation of some functions & systems used by the call centre. Overall the training was excellent. The importance of our customers & the service we provide to them, also how we can do things differently to benefit our companies." **Ettios Nhlapo - Liberty Life**

"I was expecting to get silver bullets & was impressed that the content provides tools to re-evaluate the way we do things to be able to identify areas of improvement that will yield correct returns if addressed." **Sello Moseki - Merchants SA**

"I thoroughly enjoyed the training, Rod was excellent with the way he presented the training." **Shavonne Naidoo - MiX Telematics Africa**