

# Dear Retail Team,

We are excited to announce our upcoming training on Cultural Competency in Customer Service, designed specifically for our retail teams. This training will equip you with the skills and knowledge necessary to provide exceptional service to our diverse customer base.

## Training Details:

- **Date:** [Insert Date]
- **Time:** [Insert Time]
- **Location:** [Insert Location]
- **Duration:** [Insert Duration]

During this training, you will learn about:

- Understanding cultural differences
- Effective communication strategies
- Building rapport with customers from various backgrounds
- Handling culturally sensitive situations

Your participation is crucial in helping us foster an inclusive and welcoming environment for all customers. Together, we can enhance our service and strengthen our team's cultural competency.

**Please RSVP by [Insert RSVP Deadline]**

We look forward to seeing you there!

Best regards,  
[Your Name]  
[Your Title]  
[Your Company]