

# Dear Retail Team,

We are excited to announce a new initiative aimed at fostering cultural empathy within our team to enhance our customer service experience.

As we continue to serve a diverse clientele, understanding and appreciating different cultures is crucial. This training program will equip you with the skills to connect with our customers on a deeper level, leading to improved satisfaction and loyalty.

## Training Details:

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

Please make it a priority to attend this important training session. Your participation is key to our commitment to excellent service and a welcoming environment for all customers.

Thank you for your dedication and support.

**Sincerely,**

[Your Name]

[Your Position]

[Company Name]