

# Dear [Employee's Name],

We are excited to announce an upcoming training program focused on enhancing emotional intelligence for improved customer service. This initiative is part of our commitment to providing an exceptional shopping experience for our customers.

**\*\*Training Details:\*\***

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

The training will cover techniques to recognize and manage emotions, develop empathy, and improve interpersonal skills. We believe that these skills will empower you to connect better with our customers, leading to higher satisfaction and loyalty.

We encourage you to actively participate and share your experiences. This training is essential for ensuring that we continue to meet and exceed the expectations of our customers.

Please confirm your attendance by [Insert Confirmation Date]. If you have any questions, feel free to reach out to [Insert Contact Person].

Thank you for your dedication to delivering outstanding service.

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