

## Trainer profile – Yasmin Hanspall



Yasmin is a qualified and experienced trainer, coach and facilitator who brings passion, energy and enthusiasm to her sessions. Yasmin started in retail at a young age, to later years in corporate customer service roles and becoming a Customer Service Trainer. She enjoys encouraging and inspiring clients to put themselves in the shoes of others, to be empathetic, compassionate and self-aware; essential skills for delivering excellent customer service.

Yasmin has worked in various **industries**, including travel, transport, recruitment, pharmaceutical, education, retail and food, using skills such as troubleshooting, negotiation, resolving issues, service recovery, resilience, emotional intelligence, complaints/appeals management, account management, designing in-person and online training courses, facilitation and hosting webinars.

In addition to working in the UK, Yasmin has also delivered customer service training and other training sessions in Mexico, Portugal, Spain and Switzerland, Turkey and Dubai. She has also lived and worked in Spain and Peru teaching general and business English as a second language and therefore, is used to serving customers and teams from a wide range of cultural backgrounds.

Yasmin's **clients** include Cambridge University Press and Assessment, Cambridge English Languages, Cambridge International Education, ILM Granada, Knightsbridge Training Centre, International House, Deutsche Bank, eAge.

Yasmin's training is always very well received, as some of her **testimonials** demonstrate:

- "Yasmin is passionate about customers and is a highly qualified and dedicated trainer, so I am not surprised that your colleagues left feeling motivated and empowered."
- "Yasmin is a great facilitator who leads the training in a very open way, encouraging discussions, but is great at getting things back on track and keeping things timely."
- "The training was engaging, interactive, and well-structured."
- "Thank you for the two magnificent sessions on Customer Service that you gave to my staff. I also want to thank you for the tremendous effort you made to give the training sessions in Spanish."
- "I highly recommend working with Yasmin if you want to help your teams understand each other better and improve their working relationships."
- "The training was outstanding, with Yasmin creating an inclusive environment that encouraged active participation and open dialogue."
- "Working with Yasmin was a highly positive experience. Her expertise and dedication have had a lasting impact on our organisation."

Her **qualifications** and skills include:

- BA Honours Degree in Business and Languages for Business
- Qualified 'Customer Essentials' Trainer – Institute of Customer Service
- Qualified 'Customer Service Communications' Coach – Institute of Customer Service
- PG Cert in Intercultural Communication
- Global Business Communication – Cambridge Advanced Online
- Conscious Inclusion Facilitator
- Level 3 Award Education and Training
- RSA CELTA – Certificate of English Language Training for Adults
- Plain English letter writing course
- C1 Advanced level in Spanish
- Effective online training design – Oxford University continuing education

*Yasmin is based in Cambridge and works nationally and internationally.*