

# Terex Customer Training (T.C.T.)

## 2012 After Sales Training Provision

Issue 251111



**WORKS FOR YOU.™** 1

# Terex Customer Training (T.C.T.)

---

**Terex Customer Training (T.C.T.) is a customer focused business function driven by the Terex Construction After Sales Training Team providing improved customer performance via full line after sales (service) training and support.**

**As a valued customer, it is our mission to create effective working partnerships with you that will return the necessary skills and machine knowledge required to maximizing your business revenue through increased personal efficiency, quicker machine resolutions and increased machine availability.**

**The service that you provide differentiates your organisation from the competition. Your after sales personnel have the opportunity to be face to face with the customer, forging closer relationships that builds further business opportunities.**

**We passionately believe that your engineers can make a real difference to your business. Their effective after sales service provides enhanced customer satisfaction that initiates an engine for further sales that positively positions your brand image within the market place. However, this can only happen if they are equipped with the correct skills, knowledge and tools.**