

Skills and Training



Superb Service

Course Content

Employees that deal with customers are literally the face of your business. What face are your customers/clients seeing?

This workshop looks at service provision both within and external to your organisation including:

- Provision of memorable customer service experiences
- Understanding of the elements of exceptional service skills
- Recipe for success dealing with complaints and difficult people
- Professional personal presentation and communication skills

Who should attend?

This course is designed for all people working in the 'front line' of business:

- Sales people
- Customer service staff
- Telephone enquiry staff
- Receptionists
- Personal assistants
- Sales assistants
- Field staff

Delivery Information

Duration: 1/2 Day

Locations: Launceston
Hobart
Devonport

N.B. Workshops can be customised and delivered on site for a minimum of 8 employees.

Investment

\$195 TCCI member
\$295 non member

Call today to discuss your training needs including onsite or customised delivery or email training@tcci.com.au.