

Skills and Training



Customer Service Essentials

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
- Elements of exceptional service skills
- Recipe for success dealing with complaints and difficult people
- Professional personal presentation and communication skills

Learning Outcomes

- Know and understand customer types and preferred communication
- Anticipate customer needs
- Greater confidence in providing professional service
- Strategies to manage customer complaints
- Personal Action Plan

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: 2 Hours

Location: State-wide

Investment

\$165 TCCI member

\$250 non-member

More Information?

Call 1300 559 122 today to discuss your training needs including on-site or customised delivery or email

training@tcci.com.au