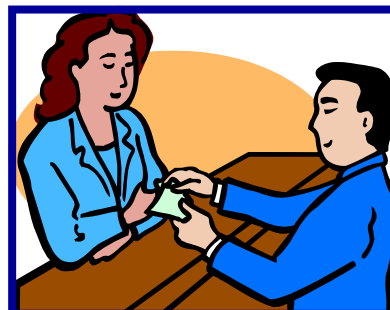


## Customer Service

**Course Length:** 1 day

**Course Times:** 8.30am to 4.30pm

**Cost:** \$350 (gst included)



### Course Overview

Customers are indeed your greatest asset—without customers you don't have a business! This program investigates the saying: *'the customer is always right'* - the truth behind this adage is explained. And how can we *'exceed customer expectations'* every time?

Almost everyone is involved in customer service in some shape or form. This interactive workshop investigates what attracts customers and conversely, what scares them away! Realistic scenarios and principles are presented to enhance your understanding of customers and how you can most effectively manage the customer relationship. Explore how attitudes influence what we think and how we judge others; how to handle customer conflict; the power of active listening; and various facts and figures to appreciate the art of effective customer service.

### Target Audience

From managers through to employees striving for better customer service and better business results.

### Key Topics

- Questioning techniques
- Attitude - you do have a choice!
- Defining Customer and Customer Service
- Why the customer is not always right!
- Active listening...hear me?
- Understanding and handling conflict
- Consistency is the key
- Complaints really are a wonderful thing

*This course can be tailored to your organisation's environment and business needs if preferred.*

*Please contact us for further details.*