

## Exceptional Customer Service

### Powerful Learning

Customer loyalty is built one successful service interaction at a time. Business survival is dependent on our customers and their satisfaction, it is essential that employees provide exceptional customer service.

Customer service is made up of 'positive defining moments' or 'moments of truth', this program helps employees learn skills to consistently create positive defining moments that yield satisfied customers, inspire ongoing trust in your brand and bring customers back.

This course is aimed at anyone involved in creating positive defining moments during every interaction in meeting the day-to-day needs of both internal and external customers.

### Tangible Outcomes

Employees will learn to:

- ▶ Show that you care for your customers
- ▶ Demonstrate a customer service approach
- ▶ Use practical skills to attract and keep customers
- ▶ Identify customer needs and meet customers' expectations
- ▶ Demonstrate confidence and skill as a problem solver
- ▶ Add value to each transaction and at every contact point
- ▶ Understand how your own behaviour affects the behaviour of others
- ▶ Heal customer relationships
- ▶ Dazzle your customers

**Duration** 1 Day (9am – 4pm)

**Value** For just \$445 each participant receives quality training, comprehensive course notes, morning, afternoon tea and lunch, free parking and individual follow up support.

### Assessment Methods

This course is aligned to Nationally Recognised Training through the Business Services Package. Assessments are available to those who wish to gain a Statement of Attainment in BSBCUS301B Deliver and monitor a service to customers.



For more information or for a tailored proposal please contact TP human capital on 4772 3800

