

Communicating First Impressions

Nationally Endorsed Industry Competency
Deliver and monitor a service to customers - BSBCUS301

Darwin

**Human Resource &
Computer Academy**

training for your future

GENERAL INFORMATION

Duration

1 day - 8:30am—4:30pm

Cost

\$425 GST - Exempt
Includes training reference manual

You should attend if...

You are in direct contact with customers and suppliers via telephone and/or in person.

CONTENTS

Section 1 Identifying customers needs

- Identifying and clarifying customer needs and expectations
- Determining the urgency of a request
- Matching customer needs with appropriate products or services
- Seeking assistance to meet customer needs

Section 2 Delivering customer service

- Providing prompt service to customers
- Establishing a rapport with customers
- Handling customer complaints
- Delivering high-quality service to all customers, including those with specific needs
- Promoting products and services

Section 3 Monitoring and reporting on customer satisfaction

- Reviewing customer satisfaction
- Identifying opportunities to enhance the quality of customer service

Section 4 Making a good first impression

- What people notice
- Your attitude
- Your tone
- Telephone etiquette
- Listening Skills

COURSE OUTLINE

COURSE OUTLINE



For bookings contact us on:

Tel: (08) 8941 2344
Fax: (08) 8941 0141
Training@dhrc.com
www.dhrca.com

Suite 2/2 Shepherd Street, Darwin
GPO Box 1815, Darwin, NT 0801
RTO # 6893

V 2.0