

Excellence in Customer Service

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

\$445 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

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For bookings contact us on:

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