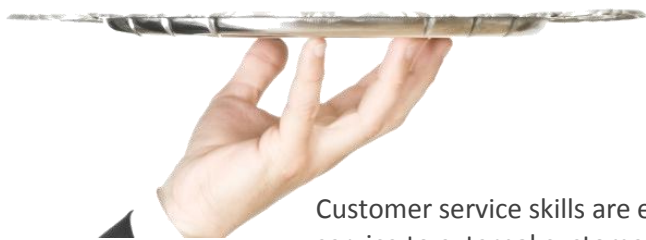


Customer Service Skills

Practical tips and strategies to deliver outstanding customer service



Overview

Customer service skills are essential to organisational success, whether you provide service to external customers or people within your own organisation.

This workshop will provide you with practical tips and strategies to develop your skills and knowledge in modern best practice customer service.

Benefits

This workshop is designed for anyone aspiring to work in a customer service role or wishing to strengthen their existing skills. By participating in this workshop, you will:

- recognise the concepts, characteristics and sources of outstanding customer service
- explore the relevance and application of effective communication skills to a range of situations and customers
- develop transferable skills in communication
- improve your impact in your current role
- share experiences and knowledge with other participants.

What you will learn

By attending this half-day workshop you will learn to:

- assess customer needs
- identify key factors in customer relationships
- support implementation of customer service strategies
- handle complaints and emotional reactions (the customers and yours!)
- explore continuous improvement strategies
- evaluate and report on customer service in your organisation.

CPD points for real estate people

On successful completion of this workshop, real estate participants will achieve 4 of the required 12 points of professional development to meet the ACT Office of Regulatory Services (ORS) conditions for the renewal of a licence or certificate of registration.

Details

Date: One half-day workshop on Thursday 23 August 2012
Time: 8:30am – 12:30pm, then lunch
Where: Wisdom Learning Centre, Fairbairn ACT
Cost: \$330 – includes all materials and gourmet catering

How to register

Register online at www.wisdomlearning.com.au or contact us for more details.