

Quality Customer Service

Delivering a quality service, and generating a climate which generates customer satisfaction and repeat business is the role of every employee.

Learning Outcomes:

On completion of this program, participants will be able to:

- define customer service and differentiate between internal and external customers
- understand how interpersonal communication skills and attitude impact on the customer experience
- understand the expectations of today's customer
- explain the differing expectations of customers by generation, background and gender
- apply a range of interpersonal skills to develop a rapport with customers
- identify the difference in assertive, aggressive and non-assertive behaviour
- use the telephone efficiently to create a good impression
- deal with difficult customers and situations
- make suggestions for customer service improvement

Target audience: Anyone who has contact with customers

Course length: 1 day

For more details on how Learning Insight can help your organisation contact

Learning Insight

Phone: 02 46282088 – Fax 02 46282188 - Mobile: 0400 778807

enquiries@learninginsight.com.au

Page 1

A moment's insight is sometimes worth a life's experience.
Oliver Wendell Holmes Jr., (1841 - 1935)