

How to

PROVIDE **INCREDIBLE** CUSTOMER SERVICE

Combined Team Services

RTO Provider No. 50995

"Good service is good business" ~ Seibel Ad

It can take MONTHS to find a customer, and SECONDS to lose one. Excellent customer service is a key component of modern business today and this workshop provides the tools for participants to embed best practices of customer service delivery into all aspects of their role.

It also provides the perfect opportunity to look at the business from the perspective of the customer and make immediate, impactful improvements.

This workshop is ideal for anyone providing internal and external customer service, including frontline staff and new employees.

Workshop content:

- Who are our customers?
- What is excellent customer service?
- Creating customer service standards
- How to support a culture of customer service
- What does it mean to 'go the extra mile?'

To book or for more information:

call 08 9791 6611

or email

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www.ctsconsult.com.au

CHECK OUR ONLINE CALENDAR

\$66 EARLY BIRD | \$77 STANDARD

To be eligible for an "Early Bird" rate payment must be received two weeks prior to course date. No refunds.