

customer service skills

fmi course number: CM03

Duration

fmi recommends this as a two day course
A condensed version of one day can also be provided

.....course overview

The skills to give excellent customer service are essential for people working in the frontline of organisations. Whether dealing with external or internal customers it is necessary to be able to delight customers in a way that retains and grows the business of the organisation. It is sometimes also necessary to deal with difficult customer situations and complaints in a way that benefits the organisation and satisfies the customer.

This very practical course enables participants to identify common customer needs and communicate effectively with customers in a positive way



.....key content

- . The million dollar customer - understanding the true value of customers
- . What customers want from service
- . How to create an excellent first impression
- . Customer needs and wants
- . Customer communication - observe and listen
- . Delivering excellent customer service
- . Assertive techniques for difficult customer situations
- . The importance of accurate customer service record keeping
- . Personal action plan for improving customer service

.....what objectives can I achieve?

1. Value customers
2. Create an excellent first impression
3. Identify customer needs
4. Communicate effectively with customers
5. Deliver excellent customer service
6. Apply assertive yet helpful techniques in difficult customer situations
7. Value the importance of accurate customer service record keeping
8. Develop a personal action plan for improving customer service



Who this course is useful for

All people who wish to increase their ability to give excellent customer service as part of their role at work

Resources for this Course

A **Learning Guide** is provided for this course. It contains notes and can be used for participant's own notes.

Assessment

There is no formal assessment in this course but specific feedback is provided on presentations, which is helpful for future presentations.

Dates and locations

Course Dates: Sydney
For dates please see FMI Public Course Calendar at www.frontlinemanagementinstitute.com.au

Time: 9am to 4.45pm

Location is close to Sydney CBD. You will be advised of the exact location by email one week prior to commencement.

Fees

For fees please see FMI Public Course Calendar at www.frontlinemanagementinstitute.com.au

Corporate Versions of this Course

This course can be tailored for corporate requirements as an in-house course.

Booking

To book, phone +612 9660 0199

Email fmi to find out how we can help you:
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