

Karl Albrecht:

“If you are not serving a customer, you better be serving someone who is!!”

Customers are the lifeblood of any organisation, and we need to deliver consistent excellent customer service. By understanding and mastering a few key issues you'll be able to deal confidently with any customer service situation, which in turn will boost customer loyalty and might even reduce your stress levels.

Workshop Content:

Four types of customer service
The twelve mistakes of customer service
Five things customers look for most
Ten Commandments of customer service
Key customer service communication

- Empathy
- Questioning
- Paraphrasing
- Reflective listening

Assertiveness – saying no without being offensive
Positive body language
Dealing with complaints
Dealing with upset clients
Dealing with challenging people and situations
Definitions of quality
Problem solving

Learning Outcomes:

Used appropriate interpersonal skills including active listening and questioning techniques
Explored ways to discover customer requirements and upsell
Practised techniques for managing situations involving difficult customers
Used problem solving strategies to meet customer needs

Half Day Workshop
\$132

8:30 am – 12.00pm

Refreshments

Morning tea is provided for half day workshops

Location

Level 2 Highway Arcade, 47 Stuart Highway, Stuart Park

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All Public Workshops require a minimum of 6 participants in order to be confirmed.

CORP has a 72 hour cancellation policy. Please contact us as soon as possible if you are unable to attend a workshop you are enrolled in, or charges may apply.