

We offer a half day workshop on customer service aimed at improving the relationship between your staff and your clients. This is a generic workshop tailored to any industry and participants will come away with the ability to:

Communicate effectively with customers.

Create a positive impression.

Develop and maintain customer service standards.

Understand the importance of telephone, email and meeting etiquette.

Understand the importance of professional image.

About the course

This course is based on current industry standards, hands on application, relevant case studies and real discussions that can generate relevant skills and results. Delivered by expert industry trainers.

Cost - \$100 per person (Max \$1000).

Capped at 12 people – preferred minimum 5 people.

Length – 4hr workshop

**Statements of attendance issued by EDB
Training Services RTO ID: 32376**

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Customer service workshop

- Who our customers are?
- What our customers want
- First impressions
- Attitude, skills, communication and developing rapport
- What is effective communication and reasons why communication can break down
- Learning styles
- Email etiquette – Do's and Don'ts
- How to improve your communication skills
- Telephone etiquette – Do's and Don'ts
- Presentation matters
- Dealing with customers – Difficult, talkative, angry, know it all and indecisive.
- Body language