

Critical Elements of Customer Service

Develop techniques that enable you to respond to all types of situations that you may encounter as a Customer Service person.

Course Overview:

The objective of this training course is to give participants the necessary current skills to operate effectively in the customer service Industry. This course has been developed in line with local business requirements and industry standards.

Content

- Recognize that service delivery is an individual response value.
- Understand how your own behavior impacts on the behavior of others.
- Develop more confidence and skill as a problem – solver.
- Communicate more assertively and effectively.
- Learn some ways to make customer service a team approach.

Course Delivery

This course can also be run at your convenience please contact us on the details below to arrange the mode of delivery that suits your organisation

Course fee: \$90.00

Venue: NovaSkill – Suite 201 - 203 24 Moonee Street Coffs Harbour

Contact Details

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