

## Customer Service Excellence

### Course Overview

This course is designed to give your staff the knowledge and skills necessary to provide outstanding customer service to customers. In today's business climate, staff with excellent customer service skills set an organisation apart from its competitors.

Customer Service Excellence course is suitable for staff who provide all forms of customer service, including face to face customer service and via the telephone. Course content includes:

- what makes excellent customer service?
- making the customer your first priority
- ensuring accuracy and currency
- managing difficult customers
- displaying a positive attitude and demeanor
- the essential characteristics of an excellent customer service representative
- creating first impressions
- effective listening
- the active listening process
- questioning techniques
- customer service and the telephone

### Course Inclusions

This course is fully catered and participants are provided with course notes.

**Date(s):** Please refer to [www.msacinstitute.com.au](http://www.msacinstitute.com.au)  
**Duration:** 1 day  
**Time:** 9:00am - 5:00pm  
**Cost:** \$350.00

For registration or further information please contact  
[msacinstitute@ssct.com.au](mailto:msacinstitute@ssct.com.au)

Courses are held at the MSAC Institute of Training located in Sports House, 375 Albert Road, Albert Park (adjacent to the Melbourne Sports & Aquatic Centre)

Please refer to our website for terms and conditions of enrolment

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