



Customer Service

A workshop which explores case studies from the business sector, a study of the service that works effectively in the Australian workplace and strategies to ensure individuals adapt the principles to their personal style of communication thus providing a level of credibility to the service and the company.

Aim

To enable participants to establish the elements of excellent customer service and the manner in which these are applied in the workplace.

Agenda

Session 1

- Identify the customer profile
- Principles of service
- The Australian service culture

Session 2

- Practical case studies
- Adapting the principles to the real workplace
- Action planning the elements which give credibility

Resources

- Training manual
- Case studies
- Working knowledge of service in the world of business

Length

1 Day Workshop

Location

First Floor, 186 Hutt Street,
Adelaide SA, 5000

Or In-House For Staff Development

Pre-requisite

None

Class Size

10-15 per class

Trainers

Ben Deering
Catherine Logue
Greg Pryor

Dates

By Appointment



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