



Delivering 5 Star Customer Service

Turning Your Customers into Your Best Promotion Yet!

Q. How do you increase profits and create clients who are the best marketing tool you have?

A. Delivering 5 Star Customer Service.

Sales turn prospects into new customers. Service turns new customers into repeat customers. In order to enjoy the rewards of excellent customer experience and repeat business, service has to be the top priority. The front-line employees of any business forms customer impression, which has a direct result on profits. This training program is for those who desire to be profitable and create a company culture with service by motivating, training, and enabling their employees to deliver 5- star customer service.

You Will Discover

- How Your Customers Really Perceive You
- How to Under Promise and Over Deliver
- How to Identify Customer Value Perception
- Why Customers Leave or Stay
- Understanding What 5 Star Service Really Means
- How To Send the Right Customer Message
- Dealing with Difficult Customers
- How to Understand the Value of Feedback
- How to Use the Telephone Effectively
- Strategies to Keep Your Customers Coming Back
- Creating the 5 Star Culture for Customer Service

Participant Outcomes

The skills learned in this course will increase your knowledge and ability in the daily interaction and productivity of your role as a customer service provider.

As a participant you will gain the awareness and skills to handle all possible customer scenarios. You will also understand and be able to apply the necessary planning and analysis skills to communicate strategically.

Workshop Format

All of our workshops use adult learning methods to maximise interactivity, engagement and fun. Our Facilitators use a combination of professional visual aids as well as multimedia to present the information. Each workshop has tailor made activities and discussions and even though the information has a specific format it is adapted and customised to suit each group.

All CAL facilitators are industry experts in their chosen field and come with a wealth of practical business experience, qualification and application.

“The Customer is not always right but must always be handled right” David Patmore

Designed For:

This is applicable to anyone who desires key strategies to improve their customer service ability. It is suitable for those who have work in all service areas including sales, call centres, retail or any internal or external customer contact role.

Price: \$450 plus GST

Includes all materials as well as morning tea, lunch and afternoon tea.

Early Bird Price:

Up to 4 Weeks before Schedule Date
less 10%

Group Booking Price:

- 2 Participants 10%
- 3 and above Participants 15%

To Register:

Call us on (03) 9421 2444

[Click Here to Register Online](#)

Location:

All courses are conducted on our premises
3 Prince Patrick Street, Richmond Melbourne

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