



Peak Services delivers deep expertise in the local government sector. We understand the business of councils. Challenge us.

CUSTOMER SERVICE - 1 DAY COURSE

AUDIENCE	SHORT COURSE TOPICS	LEARNING OUTCOMES
<p>Everyone involved in customer service. Our customers are our business and our interactions with them, are crucial our business success.</p> <p>This course will help you identify your internal and external customers, review customer services and systems to maximise the quality of service delivered.</p>	<ul style="list-style-type: none"> • Who we are and what we do • Establishing your attitude • Identifying and addressing customer needs • Generating return business • In-person customer service • Giving customers service over the phone • Providing electronic customer service • Recovering difficult customers • Understanding when to escalate • 10 tips to wow customers every time 	<ul style="list-style-type: none"> • State what customer service means in relation to all your customers, both internal and external • Recognize how your attitude affects customer service • Identify your customers' needs • Use outstanding customer service to generate return business • Build good will through in-person customer service • Provide outstanding customer service over the phone • Connect with customers through online tools • Deal with difficult customers



COURSE DETAILS	
<p>Delivery</p>	<p>Our instructor-led training course provides participants with an interactive session including group discussions, case study reviews and Question and Answer sessions.</p> <p>Our trainers can customise or tailor the course to your specifications or needs and deliver in-house providing you with a cost-effective and efficient training session.</p>
<p>Duration and Location</p>	<p>Our standard structure for this course is 1 full day and can be delivered in any metropolitan or regional area of Queensland. Customisation is available based on individual council requirements.</p>
<p>Fees and Inclusions</p>	<p>Our training course will include:</p> <ul style="list-style-type: none"> • Instructor-led training • Statement of Attendance • Course Workbook

PLEASE CONTACT PEAK SERVICES FOR COURSE FEES OR A PROPOSAL FOR ONSITE/IN-HOUSE TRAINING PROPOSALS

**REGISTER NOW
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FIND OUT MORE
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