



OUTSTANDING CUSTOMER SERVICE

Why train staff in customer service

- ✓ It shows customers that you care, and that they are the most important aspect of your business
- ✓ A fundamental shift in government funding away from organisations and toward the customer means that the customer now has more choice.
- ✓ People remember service that is really good or really bad.
- ✓ Word of mouth has a powerful impact on the success or failure of any business.
- ✓ Positive reviews can be used as testimonials in marketing materials.
- ✓ Staff like to be part of a positive environment, which in turn increases staff retention.

	Orientation workshop	Full team workshop
Description	This interactive workshop will impress on staff the importance of outstanding customer service and will develop staff skills and knowledge required to deliver such a service.	
What is covered	<ul style="list-style-type: none"> • Essential customer service skills • effective communication • Identifying customer types • What is bad/what is good customer service? • improving service through complaints, compliments and compromise • Monitor and review customer service 	<ul style="list-style-type: none"> • Essential customer service skills • effective communication • Identifying customer types • Making memorable first impressions • What is bad/what is good customer service? • improving service through complaints, compliments and compromise • Monitor and review customer service <p>This workshop includes extra information and activities.</p>
Delivery	Interactive face-to-face presentation from a Daisy Learner trainer. Locations and times are flexible. Delivery can be onsite or offsite.	
	1 hour	2 hours
Investment	\$1,100	\$1,420
	<i>Costs may vary depending on group size, travel or additional costs incurred by Daisy Learning</i>	
Certificate	Participants will be issued a <i>Statement of Attendance</i> on completion	