

Customer Service for Frontline Staff **One Day Workshop**

INTENTION

What are you saying to your customers?

The most powerful messages an organisation will send are those communicated by their staff. The manner in which staff members communicate with external and internal stakeholders will primarily determine the perceptions people have about an organisation. Frontline Staff are the human face and voice of an organisation. It's time you equip them with the skills necessary to deliver great customer service and ensure an accurate representation of your organisation.

OVERVIEW

These practical workshop modules develop service skills for those with internal and/or external customers. Through a series of group exercises, theoretical situations, videos and discussions, you will learn the skills necessary for providing consistent, high quality customer service. Integrate your service employees into your communications plan and ensure customer satisfaction.

Each participant receives a comprehensive workbook filled with good ideas and practical exercises. Customer Service for Frontline Staff will ensure that participants leave with skills they can put into practice straight away.

WORKSHOP MODULES	
Customer Service - What Is It?	<ul style="list-style-type: none"> - What is customer service? - Service as a competitive weapon - Quality from the customers' perspective - Exceeding customer expectations - Customer service value - Case study of good customer service
Communication Skills	<ul style="list-style-type: none"> - Face to face communication - Telephone manner/etiquette - Body language - Non-verbal communication - Questioning techniques - Active listening
Handling Difficult People and Situations	<ul style="list-style-type: none"> - Types of difficult situations - Handling difficult people - Complaints management - When they want to talk to the manager - Letting off steam - Separating people from issues - Not taking it personally - Having the right attitude to complaints
Customer Behavioral Styles	<ul style="list-style-type: none"> - Personality types - Adjusting styles for better communication - Motivating factors - What annoys each style
Stress Management and Self Motivation	<ul style="list-style-type: none"> - What causes you stress? - Identifying your stress symptoms - Stress busters - Self motivation - what can I do? - Positive attitudes - Changing your self-talk

TESTIMONIALS

Past Attendees have their say...

"I am ready to implement what I have learnt"

"Very motivating. I enjoyed expanding on what I know about service and gaining new skills"

"The best thing was that it opened my views on service"

"Helpful in brushing up on skills"

"Refreshed my memory about things I knew but had stopped doing regularly"

"I'm sure this course will help me a lot. Thank you!"

"Lunch was great. Having the manuals in a proper binder was good as previous courses just give out wads of paper."

"Thanks for providing a great course – it was great not to fall asleep"

Enrolment Form - Customer Service for Front Line Staff

Send this form to Acorn: Fax (02) 6217 7001 or e-mail to courses@acorntraining.com.au

Venue: Acorn Training Centre: 74 Townshend St Phillip

Course date:

Time: 9.00 a.m. to 4.45 p.m.

Person 1	_____	e-mail	_____	date	_____
Person 2	_____	e-mail	_____	date	_____
Person 3	_____	e-mail	_____	date	_____
Person 4	_____	e-mail	_____	date	_____
Person 5	_____	e-mail	_____	date	_____
Person 6	_____	e-mail	_____	date	_____

Organisation _____ Branch/Division _____

Address _____

Phone No _____ Fax No _____

Payment Details

Total price \$545 x _____ attendees = \$_____ \$495 early bird price (early bird applies up to three weeks before the date of the workshop).

1. Credit Card (Amex, Diners, Visa, MasterCard)

Name _____ Card No _____

Expiry date _____

2. Invoice

Signed off by _____ Name _____

Email invoice to:

Terms: Payment is due on or before the day of the course. Cancellation is accepted more than 7 days prior to the course date otherwise another person may be substituted. You have purchased a place on the date shown above; changing your booking to a later day incurs an administrative fee. We suggest you send a substitute if you can't come at the last minute.