

Training Courses & Related Services

Provide Quality Customer Service



National Code **SITXCCS002A**



Duration	1 x 6.0 hours	Min-Max Group Size	10-25
Who should attend	All staff that have dealings with your customers.		
Course aims	To improve the customer service provided by your staff.		
Unit descriptor	This unit describes the performance out-comes, skills & knowledge required to provide quality service to customers in a range of service industry workplaces. It required the ability to determine & address diverse customer needs & expectations, establish rapport, deal with complaints & difficult service situations, use opportunities for promoting & up-selling, apply knowledge of protocol & ritual for particular types of industry sectors & organisations, & systematically manage a clientele through rewards systems & databases etc.		
Learning outcomes	<p>On the successful completion of this course participants will be able to:</p> <ul style="list-style-type: none"> • Develop & maintain product, service & market knowledge. • Provide a quality service experience to customers • Deal with complaints & difficult customer service situations • Manage & use information about clients & customers. 		
Assessment outcomes will be gathered using	<ul style="list-style-type: none"> • Demonstration • Theory assessment • Role plays & scenarios • Completion of activities during the delivery 		
Documents issued on successful completion	Statement of Attainment		
Price per person	POA	Price per in-house course	POA