

# CUSTOMER SERVICE



**Are your staff ready to deliver moments of magic to your customers this holiday season?**

**Statewide Business Training** has designed a **Customer Service** training course aimed at both managers and staff.

The course enables participants to refresh their customer service skills and gives them insight into customer behaviour and the appropriate way to respond to every day events.

**Statewide Business Training** offers each organisation the opportunity to customise and contextualise the course content.

**The program will cover the following:**

- Customer behaviour
- Customer needs and wants
- Strategies to increase customer numbers
- Customer complaint handling techniques
- Organisational SWOT analysis

**The presentation delivery includes:**

- PowerPoint presentation
- Videos
- Activities, games and role plays
- Team building exercises
- Participants will receive a nationally recognised Statement of Attainment

*Duration approx 6 hours*

For more information call us on (02) 4351 7550 or visit our website

[www.statewidebt.com.au](http://www.statewidebt.com.au)

