

CUSTOMER SERVICE/RECEPTION TRAINING



Date: 28/03/2017

Duration: Full Day Session

Start/End Time: 9.00 -4.00

Location: Timboon and District Healthcare Service - 21 Hospital Road Timboon

Room: Education Room - Level 1

Lunch and a light morning tea provided

Course delivered by: PD Training

Cost: per person \$416 (exc GST) which is substantially less than \$660 for the same course in Melbourne

THE COURSE OUTLINE AND PRIMARY FOCUS AREAS:

<p>Customer Service Training - Lesson 1 Getting Started Pre-Assignment Review Workshop Objectives</p>	<p>Customer Service Training - Lesson 6 Giving Customer Service over the Phone The Advantages and Disadvantages of Telephone Communication Telephone Etiquette Tips and Tricks for Providing Customer Service over the Phone</p>
<p>Customer Service Training - Lesson 2 Good Customer Service Explained Who Are Customers? External Customers Internal Customers What Is Customer Service? Who Are Customer Service Providers?</p>	<p>Customer Service Training - Lesson 7 Recovering Difficult Customers De-Escalating Anger Establishing Common Ground Setting Your Limits Managing Your Own Emotions</p>
<p>Customer Service Training - Lesson 3 Identifying and Addressing Customer Needs Understanding the Customer's Situation Staying Outside the Box (not jumping to conclusions) Meeting Basic Needs Going the Extra Mile</p>	<p>Customer Service Training - Lesson 8 Understanding When to Escalate Dealing with Vulgarity Coping with Insults Dealing with Legal and Physical Threats</p>
<p>Customer Service Training - Lesson 4 Generating Return Business Following Up Addressing Complaints Turning Difficult Customers Around</p>	<p>Customer Service Training - Lesson 9 Ten Things You Can Do to WOW Customers Every Time</p>
<p>Customer Service Training - Lesson 5 In-Person Customer Service Dealing with At-Your-Desk Requests The Advantages and Disadvantages of In-Person Customer Service Using Body Language to Your Advantage</p>	<p>Customer Service Training - Lesson 10 Wrapping Up Action Plans Words from the Wise Action Plan</p>