



# NDA

# TRAINING TASMANIA

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## Superior Customer Service

### Course Cost

\$ 375

### Duration

1 Day

### Locations

- Hobart
- Launceston

### Course Dates

Course dates can be found on the training calendar on the NDA website:

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

If there are no dates listed, please email:

[bookings@nda.com.au](mailto:bookings@nda.com.au)

to express interest in the course.

### More Information

For more information on any of our courses or services please email:

[bookings@nda.com.au](mailto:bookings@nda.com.au)

or visit the NDA website at:

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

### National Competency Standard

BSBOPS304 – Deliver and monitor a service to customers

### Prerequisites

There are no pre-requisites for this course.

### Course Objectives

This course will enable you to strengthen customer relationships and achieve long-term loyalty from your clients by using effective customer service strategies.

### Learning Outcomes

- State what customer service means in relation to all your customers, both internal and external
- Recognise how your attitude affects customer service
- Identify your customers' needs
- Use outstanding customer service to generate repeat business
- Build goodwill through in-person customer service
- Provide outstanding customer service over the phone
- Connect with customers through online tools
- Deal with difficult customers

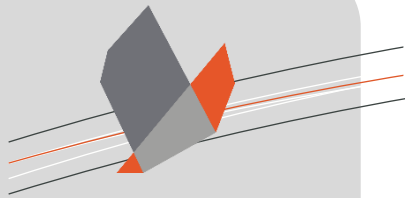
### Optional Assessment

This course is part of a nationally recognised training program. Participants who successfully complete the optional assessment component of this course will receive a Statement of Attainment for the unit of competency aligned to the training course.

Exercises and activities completed during the course will be used as evidence towards unit competency.

Participants who choose not to be assessed will receive a Certificate of Attendance.

**PER UNIT FEE: \$150**



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## Superior Customer Service Course Content

### RTO Provider:60034

#### NDA Launceston

Level 1, 65 St John Street  
Launceston TAS 7250  
03 6334 4910

#### NDA Hobart

Level 3, 110 Collins Street  
Hobart TAS 7000  
03 6224 2660

#### NDA North West

4B, 21 Alexandra Road  
Ulverstone TAS 7315  
03 6423 4547

#### Private Training

This training can be delivered as a private course for your organisation and can be customised for your needs. The training can be delivered either on-site or at NDA.

Please contact us for further information and to be provided with a quote.

#### Who we are & what we do

- Overview
- Who are customers?
- What is customer service?

#### Establishing your attitude

- Objectives
- Appearance counts!
- The power of a smile
- Staying energised
- Staying positive

#### Identifying and addressing customer needs

- Understanding the customer's situation
- Staying outside the box
- Meeting basic needs
- Going the extra mile

#### In-person customer service

- The advantages and disadvantages of in-person customer service
- Using body language to your advantage
- Giving customer service over the phone
- Objectives
- The advantages and disadvantages of telephone communication
- Telephone etiquette
- Tips and tricks

#### Recovering difficult customers

- What is service recovery?
- Why is service recovery important?
- Where service recovery starts
- Better way to look at problems
- Never under-estimate the value of a customer!
- Reality vs. perception
- Methods of service recovery!
- "Hidden" benefits of service recovery skills

#### Ten things you can do to WOW customers every time

- Ten tips

#### Wrapping up

- Words from the wise
- Developing a plan for success!
- Your self-assessment
- Making your assessment more accurate!
- Taking action!
- Make it a lasting change!