

It's Time To Stand Out

Customer Service Training: Managing Customer Service



The need for leading, promoting, and enhancing a customer-focused culture is essential within every organization. This one-day workshop will provide you with an opportunity to explore your responsibilities within your role as a customer service agent. As you discuss the various skills and techniques, draw from your own personal and varied experiences to share elements of reward and challenge. Consider this workshop as a "re-energizing time" to build and expand from where you are now.

What You Will Cover:

- Who our customers are and what they expect
- Sustaining an individual level of engagement
- Communication skills
- Appropriate sharing
- Self-image & first impressions
- Effective leadership
- Situational leadership
- Developing your leadership style
- Managing employee engagement
- Communication skills
- Developing a Service Management System

How You Will Benefit:

- Identify ways to create an atmosphere of excellence
- Learn how to suspend your frame of reference
- Develop a culture that will motivate employees to perform and to be engaged in meeting customer needs
- Recognize who the customers are and what they are looking for
- Learn what kind of leader you are and how to play on those strengths
- Develop a service management system

Register now—

Title (Please Circle) **Mr** **Mrs** **Ms** **Miss**

Name

Business Name

Postal Address

State

Postcode

Telephone

Mobile

Facsimile

Email

Website

Payment Options:

I would like to pay by **Cheque**

Purchase Order

Credit Card Details:

Visa **MasterCard** **Amex**

Credit Card Number:

Credit Card Expiry:

Name on Card:

Signature:

For registration and payment details contact
One-on-One Professional Business Training

Telephone: 1800 66 00 00

Fax: (07) 47285905

Email: seminars@nqtraining.com



REFUND POLICY

1. This contract becomes binding upon payment of tuition fees or return to us of a completed registration form.
2. This agreement and the rights and obligations of the parties hereunder shall be governed and construed in accordance with the laws of the State of Queensland.
3. All notices must be in writing.
4. Cancellation before Commencement:
 - 1) More than 7 Days Notice - Full Refund
 - 2) Less than 7 Days Notice but not less than 48 Hours Notice - 50% Refund
 - 3) Less than 48 Hours Notice but more than 24 Hours Notice - 25 % Refund
 - 4) 24 Hours or Less Notice - No Refund will be provided
5. Cancellation after Commencement: After the start of the course a refund of the balance of unused fees may be considered for serious medical reasons only and will be at the sole and unfettered discretion of the course provider. (A Medical certificate is required).
6. One-on-One Personal Computer Training has the right to cancel any course for any reason at any time. If One-on-One Personal Computer Training cancels any course, an alternative offer may be made or the balance of unused fees will be refunded. Fees will not be refunded for any reason other than the above.
7. The customer and attendee agree that the course provider will not be responsible whatsoever for any damage, loss or claim against or suffered as a consequence of any matter or thing including negligence of the course provider.
8. The customer and attendee agree that they will be jointly and severally liable for any property damaged as a consequence of the attendee's attendance of a course.
9. All training courses must be paid in **FULL**, before an attendee's course position is guaranteed. Purchase Orders with Credit Card Details will only be accepted as having been fully paid if Credit Card Details are included on the Purchase Orders and the Merchant Facility has processed them as valid. We accept the following credit cards – Visa, Mastercard, Bankcard and American Express.
10. By completing the registration form and declaration below you accept the conditions of registration and the customer and attendee accept that these conditions supersede any conditions noted on any purchase order provided.

Other Business Courses Available

- Advanced Writing Skills
- Anger Management: Understanding Anger - Yours and Others
- Budgets and Managing Money
- Building Self Esteem and Assertiveness Skills
- Business Etiquette: Gaining That Extra Edge
- Business Leadership: Becoming Management Material
- Business Writing that Works
- Change Management: Change and How to Deal With It
- Coaching: A Leadership Skill
- Communication Strategies
- Conducting Effective Performance Reviews
- Conflict Resolution: Dealing with Difficult People
- Conflict Resolution: Getting Along in the Workplace
- Customer Service Training: Managing Customer Service
- Customer Service: Critical Elements of Customer Service
- Delegation: The Art of Delegating Effectively
- Hiring Smart: Behavioral & Performance-based Techniques
- Human Resources Training: HR for the Non HR Manager
- Inventory Management: The Nuts & Bolts
- Marketing and Sales
- Meeting Management: The Art of Making Meetings Work
- Motivation Training: Motivating Your Workforce
- Negotiating for Results
- Orientation Handbook: Getting Employees Off to a Good Start
- Performance Management: Managing Employee Performance
- Problem Solving & Decision Making
- Project Management Training: Understanding Project Management
- Public Speaking: Presentation Survival School
- Public Speaking: Speaking Under Pressure
- Sales Training: Building Relationships for Success in Sales
- Sales Training: Dynamite Sales Presentations
- Sales Training: Overcoming Objections to Nail the Sale
- Sales Training: Prospecting for Leads like a Pro
- Sales Training: Selling Smarter
- Skills for the Administrative Assistant
- SpeakEasy: Conquering Your Fear of Speaking in Public
- Stress Management Training
- Team Building: Developing High Performance Teams
- Teamwork: Building Better Teams
- Telemarketing: Using the Telephone as a Sales Tool
- The ABC's of Supervising Others
- The Minute-Taker's Workshop
- The Professional Supervisor
- Time Management: Get Organized for Peak Performance
- Writing Reports and Proposals



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