

A close-up photograph of a young man with short brown hair and a light beard, wearing a light blue button-down shirt. He is smiling warmly at the camera. In the background, a woman is visible working at a computer in an office setting.

## Developing Customer Service Skills (1 day)

Providing customer service well, whether it be internal or external, is vital for continued success in any organisation. Managing a customer relationship requires that people are alert to changing needs, aware of difficulties as they arise and able to see issues that need resolving.

This course is designed to develop participant's skills and knowledge to provide an effective service to customers and clients, in a variety of work settings.

The course is ideal for anyone required to interact with internal and external customers, including:

- Trainees
- Technical staff
- New customer service recruits
- New team leaders who have a primarily technical background
- Outdoor workers

### Topics Covered

These topic areas are supported by practical activities to reinforce the learning, throughout the day.

- Identifying customer needs
- Defining good customer service
- Active listening
- Open and closed questions
- Difficult customers
- Developing and monitoring customer service standards
- Gathering customer feedback
- Reviewing customer satisfaction

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