

## *Customer Service for Frontline Staff*

**One on One (1/2 day), Small or Large Groups (1/2 to 1 day)**

### **INTENTION**

*What are you saying to your customers?*

The most powerful messages an organisation will send are those communicated by their staff. The manner in which staff members communicate with external and internal stakeholders will primarily determine the perceptions people have about an organisation. Frontline Staff are the human face and voice of an organisation. It's time you equip them with the skills necessary to deliver great customer service and ensure an accurate representation of your organisation.

### **OVERVIEW**

These practical workshop modules develop service skills for those with internal and/or external customers. Through a series of group exercises, theoretical situations, videos and discussions, you will learn the skills necessary for providing consistent, high quality customer service. Integrate your service employees into your communications plan and ensure customer satisfaction.

Each participant receives a comprehensive workbook filled with good ideas and practical exercises. Customer Service for Frontline Staff will ensure that participants leave with skills they can put into practice straight away.

### **TESTIMONIALS**

***Past Attendees have their say...***

"I am ready to implement what I have learnt"

"Very motivating. I enjoyed expanding on what I know about service and gaining new skills"

"The best thing was that it opened my views on service"

"Helpful in brushing up on skills"

"Refreshed my memory about things I knew but had stopped doing regularly"

"I'm sure this course will help me a lot. Thank you!"

"Lunch was great. Having the manuals in a proper binder was good as previous courses just give out wads of paper."

"Thanks for providing a great course – it was great not to fall asleep"



WORKSHOP MODULES	
Customer Service - What Is It?	<ul style="list-style-type: none"> <li>- What is customer service?</li> <li>- Service as a competitive weapon</li> <li>- Quality from the customers' perspective</li> <li>- Exceeding customer expectations</li> <li>- Customer service value</li> <li>- Case study of good customer service</li> </ul>
Communication Skills	<ul style="list-style-type: none"> <li>- Face to face communication</li> <li>- Telephone manner/etiquette</li> <li>- Body language</li> <li>- Non-verbal communication</li> <li>- Questioning techniques</li> <li>- Active listening</li> </ul>
Handling Difficult People and Situations	<ul style="list-style-type: none"> <li>- Types of difficult situations</li> <li>- Handling difficult people</li> <li>- Complaints management</li> <li>- When they want to talk to the manager</li> <li>- Letting off steam</li> <li>- Separating people from issues</li> <li>- Not taking it personally</li> <li>- Having the right attitude to complaints</li> </ul>
Customer Behavioral Styles	<ul style="list-style-type: none"> <li>- Personality types</li> <li>- Adjusting styles for better communication</li> <li>- Motivating factors</li> <li>- What annoys each style</li> </ul>
Stress Management and Self Motivation	<ul style="list-style-type: none"> <li>- What causes you stress?</li> <li>- Identifying your stress symptoms</li> <li>- Stress busters</li> <li>- Self motivation - what can I do?</li> <li>- Positive attitudes</li> <li>- Changing your self-talk</li> </ul>



## Enrolment Form - Customer Service for Front Line Staff

ABN 34 073 999 185

Send this form to Acorn: Fax (02) 6162 2077 or e-mail to [bookings@acorntraining.com.au](mailto:bookings@acorntraining.com.au)

We will ring you to organise a time to run the session.

Attendee's name	Email address	Phone Number
1.		
2.		
3.		
4.		
<b>Organisation</b>		
<b>Branch/Division</b>		
<b>Address</b>		
<b>Phone #</b>		
<b>Fax #</b>		

### Payment Details

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Single attendee: \$595

Second and subsequent attendee: \$395

For larger groups please call for a quote

#### **1. Credit Card** (Amex, Diners, Visa, MasterCard)

Name \_\_\_\_\_ Card No \_\_\_\_\_

Expiry date \_\_\_\_\_

#### **2. Invoice**

Signed off by \_\_\_\_\_ Name \_\_\_\_\_

Email invoice to: \_\_\_\_\_

Terms: Payment is due on or before the day of the session.