

Customer Service Skills Essentials



Course Description

This course applies to individuals working in frontline customer service roles in a diverse range of industry sectors and business contexts. They operate with some independence under general supervision and guidance from others, and within established organisational policies and procedures.

Course structure

SIRXCEG001 Engage the customer

SIRXCEG003 Building customer relationships and loyalty

Upon successful completion participants will be awarded statement of attainment for all accredited units.

Learning outcome

- Greeting customers
- Appropriate verbal and non verbal communication
- Adapting communication appropriately to customers with diverse backgrounds
- Assisting customers by resolving queries and customer problems
- Following organisational policies and procedures
- Provide personalised service to customers in a professional manner that promotes repeat business
- Inform customers of benefits associated with promotions and loyalty programs as required.
- Clarify information regarding escalated customer complaints referred from team members.

Delivery mode

Face to face
4 days

Fees

Pricing varies based on group size.

