

Communicate skillfully in customer service



Course Description

This course is designed for individuals who wish to develop the communication skills to work effectively in customer service roles in diverse range of industry sectors and business context. This course applies to all retail sectors and business sizes from large format stores to small independents. It applies to frontline personnel who have little autonomy and work under close guidance of others in frontline operational roles.

Course structure

SIRXCEG001	Engage the customer
SIRRINV001	Receive and handle retail stock

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

Learning outcome

- Use effective communication techniques.
- Respond to diversity in communication.
- Confirm and respond to workplace requirements.
- Engage the customer
- Receive and handle retail stock
- Maintain stock handling and storage areas
- Check incoming stock quantities against order documentation
- Inspect incoming stock quality and accurately report quality issues or damage to relevant personnel
- Store or display stock promptly in designated location
- Rotate, replenish and present stock according to organisational requirements
- Record stock waste or shrinkage according to organisational procedures
- Maintain optimal stock levels on retail shop floor
- 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

Delivery mode

Face to face
4 days

Fees

Pricing varies based on group size.

