



The **B·E·S·T** Customer Service Orientation Workshop

'It takes a long time to build a good reputation. It takes only a few seconds to lose it. This program is designed to ensure that your Customer Service providers are the BEST ambassadors in the world for your organisation'

The BEST Customer Service Orientation workshop was designed and developed to meet the demands for motivation and service quality through the pressures of a professional service environment. This *four hour refresher workshop* will look at some of the key elements of a customer focussed culture.

Workshop topics discussed include:

- The meaning of great service
- Key Success Areas – essential Knowledge, Skills & Attitudes
- Dealing with “different” people
- Receiving, welcoming & resolving complaints
- Leaving a lasting impression

Workshops can be conducted for up to 20 participants, who will be divided into clusters of 5 or 6. The minimum effective group size is 8-10, as much learning takes place from participant participation.

Equipment used is kept to a minimum, to allow real-time discussion and involvement; flip charts and workbooks are our preferred media. Additionally, specifically customised ‘keeper’ items can be developed, such as laminated desk mats or pocket cards, to act as ongoing reminders.

Although intensive and hard working, the entire program is lively, interactive and enjoyable, providing valuable discovery-learning processes in a friendly environment.

For further information on ways that Progress Training Systems can help your organisation Progress further, call today on +61 29527 2280 or email admin@progress.com.au