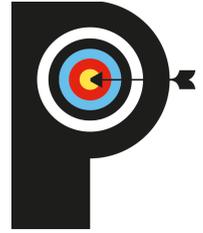


Practical  
Proven  
People  
Performance  
Programs



Progress.

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## The **B·E·S·T** Customer Service System

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### ‘Motivating and empowering your people to perform at their BEST for your organisation’

Confident, professional, enthusiastic people create an environment of success, which is contagious, creating an immediate impact on your business and everyone involved. The BEST Customer Service System embraces all elements of a customer- focused culture, including high level self-esteem and respect for quality internal service orientation, as well as the best attitudes and actions for external customer service excellence. The System is designed to meet the demands for motivation and service quality through the pressures of a professional service environment.

One particular feature of the BEST Customer Service System is the concept of ownership and responsibility, which when missing is often a cause of dissatisfaction and de-motivation, both for service staff and customers.

Our System is easy to learn and remember. It was created from real life experiences in Australian business environments, so it’s culturally comfortable. And of course it’s absolutely customer focused, both in content, structure and design.

Our Proven Program includes:

- Key Success Areas - essential knowledge, skills and attitudes
- Building good relationships
- Dealing with ‘different’ people
- Establishing customer needs
- Professional questioning strategies
- Six keys to active listening
- Receiving welcoming feedback and resolving complaints
- Good service is always good selling
- Dealing with stress
- Empowering yourself to make a difference.

## Why Progress Training Works

### Progress Program Design and Methodology

At Progress Training Systems we undertake extensive briefings and orientation activities with clients to ensure we understand your corporate culture, terminology and procedures. We conduct diagnostic evaluations to enable us, in partnership with you, to tailor and customise the selected program to suit your organisation's style, services and other development activities.

We know that the only effective behavioural change occurs over time, with good on-the-job coaching and support. At Progress, we work hard to create clarity of role and purpose, to define and impart skills through practical and memorable systems, and to ensure a lasting legacy that continues to achieve results long after we have left. Within client parameters, we build our programs on our own fundamental Progress Training Systems principles and philosophies.

This intensive program is lively, interactive and enjoyable, providing valuable discovery - learning processes in a secure and friendly environment.

**For further information on ways that Progress Training Systems can help your organisation Progress further, call today on M 0411 358 333 or email [admin@progress.com.au](mailto:admin@progress.com.au).**