



Peak Services delivers deep expertise in the local government sector. We understand the business of councils. Challenge us.

## CREATING A CUSTOMER EXPERIENCE - 1 day

### AUDIENCE

This program is suited to any customer-facing officers within council.

Every touchpoint is a defining moment in any business. Today more than ever, customers' expectations of our customer service is higher than ever.

This course will help you transform your customer experience and make every touchpoint a positive experience for your community.

### SHORT COURSE TOPICS

- The value of great customer service and how it impacts your business
- Avoiding bad customer services and understanding the cost and repercussions
- Why first impressions count – they count and cannot be erased
- The tools to create an impactful first impression
- Six principles of stellar customer services
- The power of language and voice
- Phone etiquette and successful conversations

### SHORT COURSE TOPICS CONT.

- Three principles of customer service calls
  - Handling complaints
- Participants will gain increased skills in how to 'wow' your customers

### COURSE DETAILS



Delivery	Our training course provides participants with an interactive session that includes group discussions, case studies, and question and answer sessions. Customisation is available and based on individual council requirements.
Delivery Mode	Peak Services delivers Virtual or Instructor-led training workshops inhouse at your venue.
Fees and Inclusions	Please contact Peak Services for course fees or a proposal for on-site/in-house training.

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**REGISTER NOW**  
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