



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

## CUSTOMER SERVICE - 1 DAY COURSE

AUDIENCE	SHORT COURSE TOPICS	LEARNING OUTCOMES
<p>Everyone involved in customer service. Our customers are our business and our interactions with them, are crucial our business success.</p> <p>This course will help you identify your internal and external customers, review customer services and systems to maximise the quality of service delivered.</p>	<ul style="list-style-type: none"> <li>Who we are and what we do</li> <li>Establishing your attitude</li> <li>Identifying and addressing customer needs</li> <li>Generating return business</li> <li>In-person customer service</li> <li>Giving customers service over the phone</li> <li>Providing electronic customer service</li> <li>Recovering difficult customers</li> <li>Understanding when to escalate</li> <li>10 tips to wow customers every time</li> </ul>	<ul style="list-style-type: none"> <li>State what customer service means in relation to all your customers, both internal and external</li> <li>Recognize how your attitude affects customer service</li> <li>Identify your customers' needs</li> <li>Use outstanding customer service to generate return business</li> <li>Build good will through in-person customer service</li> <li>Provide outstanding customer service over the phone</li> <li>Connect with customers through online tools</li> <li>Deal with difficult customers</li> </ul>



### COURSE DETAILS

<p><b>Delivery</b></p>	<p>Our instructor-led training course provides participants with an interactive session including group discussions, case study reviews and Question and Answer sessions.</p> <p>Our trainers can customise or tailor the course to your specifications or needs and deliver in-house providing you with a cost-effective and efficient training session.</p>
<p><b>Duration and Location</b></p>	<p>Our standard structure for this course is 1 full day and can be delivered in any metropolitan or regional area of Queensland.</p> <p>Customisation is available based on individual council requirements.</p>
<p><b>Fees and Inclusions</b></p>	<p>Our training course will include:</p> <ul style="list-style-type: none"> <li>Instructor-led training</li> <li>Statement of Attendance</li> <li>Course Workbook</li> </ul>

**PLEASE CONTACT PEAK SERVICES FOR COURSE FEES OR A PROPOSAL FOR ONSITE/IN-HOUSE TRAINING PROPOSALS**

**REGISTER NOW  
07 3000 2148  
FIND OUT MORE  
training@wearepeak.com.au  
wearepeak.com.au**

