

Customer Service Workshop

How to make your customers return again and again...

Do your employees require motivation and knowledge to impress customers, enhance company image, improve positive word-of-mouth, and increase repeat business

This course is designed for staff who need to make a significant contribution to your business image or bottom line. Customer interaction will become more effective and beneficial for both your customers and business.

Participants will identify behaviours and standards associated with service excellence and develop the skills to attract and retain customers.

Topics Covered:

- The Importance of Customer Service
- Identifying Internal & External Customers
- Today's Customers Expectations
- Developing Rapport & Repeat Business
- Interpersonal Communication
- Listening Skills
- Interpreting Non-Verbal Communication
- Cultural Awareness
- Dealing with Difficult Customers & Complaints
- Customer Service on the Telephone

See full course schedule for dates at <http://training.mtansw.com.au> or phone (02) 9213 4222

Cost: Members \$185.00 (GST Inclusive)

(non members please add 30%)

To register for this course please fill in your details and Fax to: (02) 9212 6889

Please post cheques, after faxing, to Locked Bag 5012, Darlinghurst, 2010. Confirmations will be sent 1 week prior to course commencing via fax. **Any enquiries please contact MTA's Training Department on Ph: (02) 9213 4222**

This document becomes a tax invoice for GST when you make payment. ABN: 63000008088

Seminar Name:	_____	Session Date:	_____
Member Number:	_____	Company Name:	_____
Postal Address:	_____	Phone Number:	_____
	_____	Fax Number:	_____
Email Address:	_____	Mobile Number:	_____
Attendee Name (s):	_____		
Payment:	<input type="checkbox"/> Credit Card	Card/Account Number:	_____ MasterCard/Visa/Amex
		Cardholder's Name:	_____ Expiry Date:
	<input type="checkbox"/> Cheque	Cheque No:	_____
	<input type="checkbox"/> EFT: ANZ Darlinghurst, BSB No. 012-140, A/C No. 833370639	<i>(Please fax through remittance after transfer)</i>	
	<input type="checkbox"/> Capricorn Account	Account No:	_____
Amount: \$	_____	Voucher No:	_____

Please send me an SMS reminder message 24hrs prior to course

Whilst there is every intention to run the program as advertised, MTA NSW reserves the right to change the program and/or presenters. MTA NSW also reserves the right to cancel this event due to insufficient numbers. If this occurs, refunds will be made in full.

If you wish to cancel your registration and you notify us 5 or more working days before the event, we will refund 100% of your fee. For cancellations notified less than 5 working days before the event, no refund will be made. All registrations are transferable at any time to another person within your organisation (at no charge).