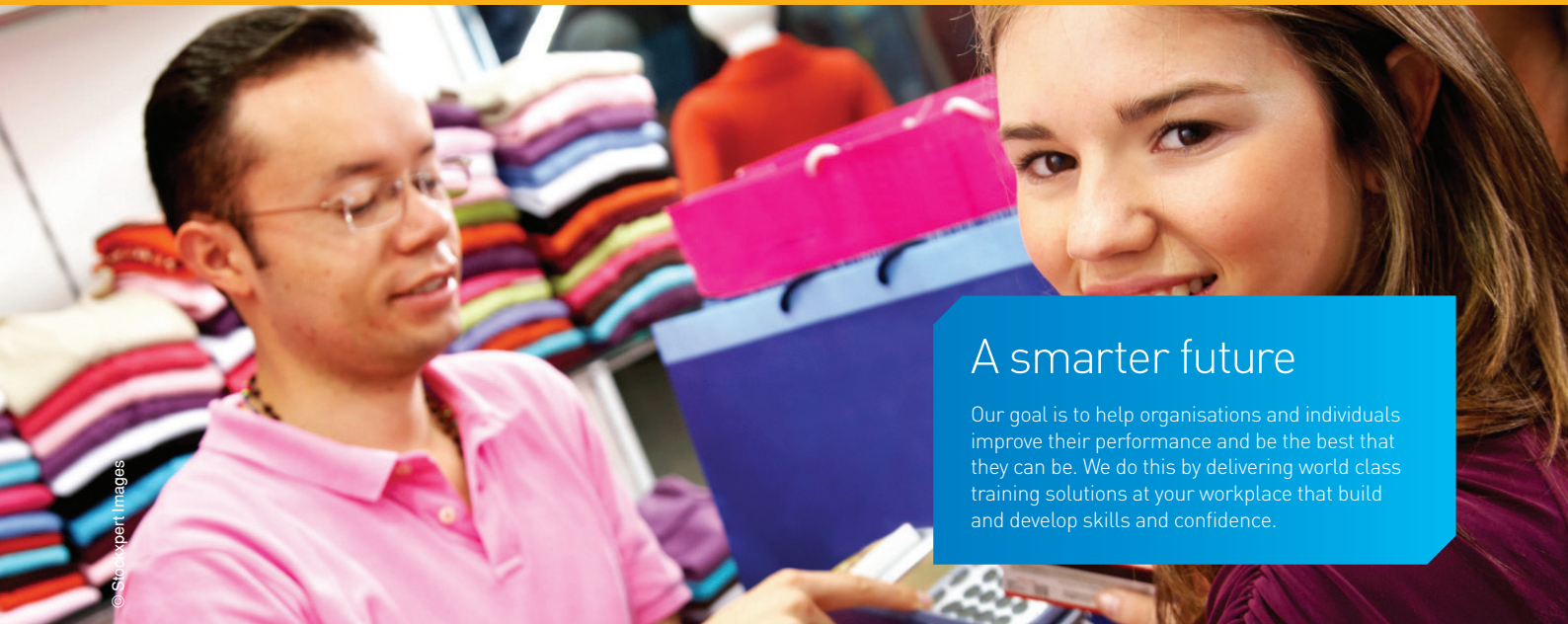




Customer Service in Sales

SHORT COURSE



A smarter future

Our goal is to help organisations and individuals improve their performance and be the best that they can be. We do this by delivering world class training solutions at your workplace that build and develop skills and confidence.

Course Overview

The provision of exceptional customer service is a leading component in the mission and vision statements of many workplaces, particularly in a sales environment. For these goals to be achieved, workplaces and individuals need to reach peak levels of performance, which means continually improving and performing better than their competitors.

This course focuses on customer service skills, knowledge and theories which will enable the sales person to satisfy the customer service needs of their clients, maximizing sales in the process, and ensuring repeat business from their clients.

Who should attend?

Participants would include people who currently work in a sales environment and want to improve their service performance in face-to-face, customer-based sales.

Course Objectives

Learn how to:

- > build rapport with customers and identify their needs
- > successfully identify and profile potential customers

- > improve the techniques you use to close a sale by improving customer service
- > better empathise with customers
- > manage customer complaints
- > work as effective teams in busy times

Duration

One day workshop session, plus an additional half day coaching session for the participant group.

Benefits

- > Improved customer service standards
- > Increased customer loyalty, satisfaction and repeat business
- > Confident and skilled customer service staff leads to better performance, retention and morale
- > Improved confidence in handling all customers

MELBOURNE



SYDNEY



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ADELAIDE



PERTH



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