

The Customer Service Professional

Customers are at the heart of any company's success and in this workshop series we look at how to make customers a top priority. We focus on product awareness, attitude, efficiency, problem-solving and how to deal with things when they do not go to plan.

Three units of competency are covered over two days and participants receive a nationally recognised Statement of Attainment:

- BSBCUS301 - Deliver and monitor a service to customers
- BSBPRO301 - Recommend products and services
- BSBCMM301 - Process customer complaints

The training can be delivered on site at your business, at Jenard's Training rooms in Liverpool Street Hobart, or at a venue selected to be centrally located to the course participants in any region of Tasmania.

Optional additional day includes:

- BSBCMM401 Make a presentation



For More information, contact:

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