

The Systems 3 Group Mentor Program... moving businesses to the next level.

- ✓ *Want to create winning relationships with customers both outside and within your organisation?*
- ✓ *Want to win more work from existing clients?*
- ✓ *Need a coordinated easy-to-follow, action plan to customer success?*

Customer Service—OE3

Course Description

This 1-day course will provide you with knowledge and skills to:

- Understand **what is true customer service**
- **Identify** who **the client** actually is **in a non-sales environment**
- Find out **what customers inside** your organisation want
- Motivate and invigorate your team to **put the client first**
- Design and action **service that stands out** from the competition

Who Should Attend?

- All staff who communicate with customers
- Frontline customer service team member
- Phone and dispatch staff
- New staff members, as part of an overall induction plan

Special Features Of The Course

This course features a focus on real customer service. Following the customer service cycle you will create realistic steps that can be applied to the customer service process.

Included In The Course

- Morning, afternoon tea and lunch
- **Course Manual: Providing Excellent Customer Service, S3G, 2008**

Course Overview

Concepts

- Many guess at what their clients want
- Finding new customers is more expensive than retaining existing ones
- Customer service is a chain of events not a single act
- Customer service is about **relationships if you want revenue.**

Key Aspects

- Knowing your customers **needs**
- What is **superior service**: product, service, price, punctuality, personality, efficiency and effectiveness
- **Exceeding expectations**
- Identifying your own **key service activities**
- **Motivating** customer service teams
- Measuring and maintaining

HOW TO REGISTER

Price: \$5,500pp (inc GST) for the 10 month program. Please Enquire about our Mentoree Subsidy or \$495 for individual modules.

Phone: Toll Free (from within Australia) 1800 110 034

Fax: 61 7 3856 0099

? Questions

info@s3g.com.au

Course Calender

www.s3g.com.au



“ For me, it really helped simplify a daunting process. The case studies and real-life examples and the interactive discussion sessions really helped me fully understand what's required of me. ” **Melbourne, VIC**

The Process Of Exceeding Expectations

- What superior **customer service means** knowing what your customers value and balk at
- **Identifying** carefully key activities: calls, information, orders and others
- **Tactics** the strategies needed to achieve objectives
- **Responsibilities for all**, who needs to do what and by when
- Methods to **monitor and evaluate**: feedback, checklists and reviews
- Maintaining momentum building customer service into a culture

Group Discount (all public courses, 1 booking) : 3+ people 5% off total (within the same organisation)
5+ people 10% off total (within the same organisation)

Enquire about our *In-house Courses*

Environmental, Health & Safety:

- Environmental Management Systems Auditor (AE01)
- Occupational Health & Safety Auditor (AOH1)
- Integrated Environment, Health & Safety Auditor (EHS01)
- Environment, Health & Safety Internal Auditor (EHS02)

Health & Aged Care:

- Aged Care Quality Assessment (AA01)
- Aged Care Internal Auditor (AA03)
- Monitoring Systems - Taking Control (MA09)
- Retaining and Developing your staff (MA10)

Quality:

- Quality Management System Auditor (AQ01)
- Quality Management System Internal Auditor (AQ02)
- Laboratory Quality Management System Auditor (ALQ01)

Food Safety:

- Food Safety Management Systems Auditor (AFS01)
- Food Safety Management Systems Internal Auditor (AFS02)

OR:

We can address your **specific, key business and training requirements**. Please contact us for a **tailor-made, in-house course** proposal.

Fantastic Feedback

The evaluation of participant feedback forms from 2001 to 2007 reveals an average presenter satisfaction rating of 6.45 (on a rating scale from 0–7) and an overall course satisfaction rating from 6.35.

Our Expertise

All of the Systems 3 Group's trainers are currently practicing consultants. This means that they maintain current knowledge of operational methods, statutory requirements and enforcement criteria. In addition, all company trainers are tertiary qualified and company course designers hold Australian qualifications Certificate IV in Workplace Training and Workplace Assessor.

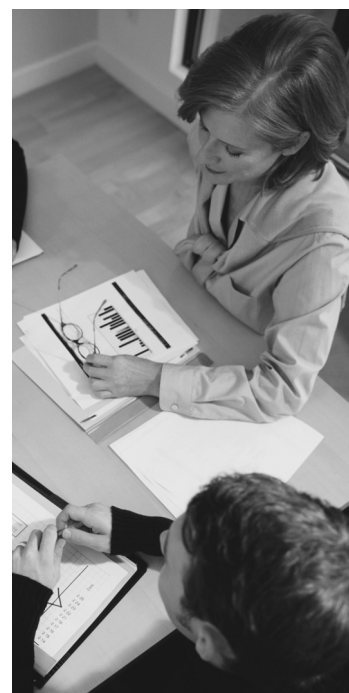
Our trainers are not 'career' trainers.

Instead, our trainers are experts in the industry—called upon by internationally recognised clients, often at crisis time.

This means students of our courses benefit from real-life, in-field experience and knowledge, with much of the case studies used in training coming directly from the field.

The bottom-line advantage to clients means students acquire practical knowledge at the front of their industry trends.

We have trained over 10,000 students and represent over 200 blue-chip clients internationally.



“ It was the round table and frank discussions regarding the outcomes that gave me the understanding of the full requirements. ” **Melbourne, VIC**