



Short Courses

Customer Service SALES AND MARKETING

The Customer Service short course explores the essence of truly exceptional customer service and provides you with the skills and knowledge to respond to customer and client needs. By examining all customer touch points and focussing on professional communication, this course will help you manage and monitor the effectiveness of your service to customers.

DURATION: Tailored

PRICING: \$1,100

LOCATION: Sydney CBD, Parramatta Campus

THIS COURSE IS RIGHT FOR YOU IF

You have a part to play in recruiting, selecting and inducting staff. This course will benefit functional managers, HR professionals and anyone involved in staff recruitment and on-boarding.

YOUR EMPLOYER WILL BENEFIT BECAUSE

You're in a customer focused role or manage a customer service team.

SUITED TO JOB ROLES

- Coordinator
- Sales Assistant
- Assistant Manager
- Manager

ACCREDITATION

This course aligns with the following units of competency:

BSBCUS501 Manage quality customer service

LEARNING OUTCOMES

- Identify and respond to internal and external customer requirements
- Support the implementation of service strategies
- Evaluate and report on service levels - Apply key communication skills in customer interactions
- Understand and apply customer service policies and procedures
- Handle customer complaints

For our full course list please download our course information at www.scsb.nsw.edu.au or contact one of our representatives who can help select or tailor courses to meet your individual needs.

Call now on +61 2 8937 0506

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