



Customer Is Not A Dirty Word

Customer Is Not A Dirty Word Service with more than just a smile

Real customer service is not about servicing the customer and moving on to the next. It is about building relationships built on quality products and services.

Real customer service is not about meeting expectations it is about exceeding them.

Service should never stop when the sale is over, solid relationships are built over time.

This programme is a must attend workshop for anyone who interested in developing exceptional service skills.. The programme aims to give you the knowledge, skills and attitude to use customer service as a business building strategy for long term success.

The workshop will cover:

- Personal and business branding
- Positive image
- Communication skills
- The extra bit that competitors forget
- Organisational Vision
- Client records
- Lets get personal
- Referrals
- The 50 cent customer
- Valuing staff who have the gift
- Strategy evaluation



Presentation Skills, Training and Assessment, Communication, Frontline Management and Professional Image are just some of the other soft skill programmes Studio West can deliver for you.

Visit our website or phone us personally so we can help you with your training solutions.

www.studiowesttraining.com.au Suite 27, 8-12 Stafford Street, Midland
P.O Box 292 Glen Forrest Western Australia 6072

Phone: 1300 852 859