



A One Day Workshop

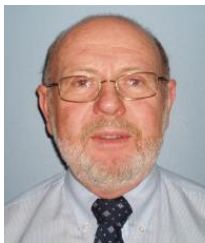
“How to Achieve Exceptional Customer Service”

Presented by Paul McKeon

Your staff and your business will benefit from this practical and informative workshop

The issues and topics to be covered are:

- What is customer service?
- Developing a strong customer service attitude
- Who are your customers?
- Understanding the importance of high standards of workplace and personal presentation
- Excelling in communication skills
- Winning telephone techniques
- Building customer service and trust
- Handling customer complaints and customer dissatisfaction
- Increasing your professional pride in providing service to your customers and community
- The role of customer service as a business driver
- Increasing the return on your customer service dollars
- How to grow your business



The presenter, Paul McKeon, is an experienced small business operator with an established industry reputation as a motivational speaker. Paul's training methods are based on an unrelenting passion for mentoring, customer service, advertising, marketing and sales training.

Your investment in this workshop is only \$120.00 +GST includes lunch and a valuable workbook. To book your place call Gemma on 9721 5033 or email gemma@jobs-sw.com.au for further information. Limited places available –book NOW