

CUST101

Customer Service Essentials



Draw on the customer experience fundamentals that lead to the delivery of a high level of customer service.

Our customer service essentials program is interactive and engaging and participants will re-evaluate the way they interact with their colleagues and residents/clients. This program is essential for any organisation that is trying to create a cultural shift to a customer service focused workforce.

Seminar Overview

- Preparation and planning required to deliver great customer service
- A holistic approach to customer service
- Delivering customer service to people who might not want to be a customer
- The shift required to embracing a customer service driven delivery model
- Creating a customer focus environment
- Hierarchical Care vs Person Centered Care
- Internal Process vs Care Choices
- The importance of feedback mechanisms and honest communication
- Complaints Resolution
- Professional Boundaries
- The link between continuous quality improvement and customer service

Visit our website for upcoming seminars or to book an in-house session

Suggested Participants

- Care Staff
- Hotel Staff
- Team Leaders and Shift Supervisors
- Administration teams
- Managers

The content is suitable for:

- Aged Care
- Disability
- Community Services
- Childcare

Seminar Cost

1-4 Registrations

\$249 + GST each

5+ Registrations

\$199 + GST each

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