



Quality Customer Service

This course explores what service means to internal and external customers, and the role that customer service plays in achieving business objectives. Learn to identify customer service needs, support the implementation of customer service strategies and identify and operationalise opportunities for continuous improvement.

Designed for

All frontline managers including supervisors, team leaders and business unit managers.

Course outcomes & benefits

This course provides practical knowledge and skills to help improve business outcomes by better understanding and responding to customer needs. It will assist participants to develop a culture of continuous quality improvement in order to enhance customer service and business success.

Course content

- The link between good customer service and business success
- Defining the customer and their needs
- Defining the dimensions of excellent service
- Using models of customer service to identify problems and improve service
- Measuring and monitoring performance
- Continuous quality improvement approaches

Duration & course dates

2 days 07 & 08 May
 05 & 06 Nov

Investment

\$875

Assessment

Optional assessment tasks can be undertaken to achieve a Statement of Attainment in partial completion of BSB40807 Certificate IV in Frontline Management or BSB51107 Diploma of Management. The course is delivered at Diploma level and participants may choose to be assessed at Certificate IV or Diploma level depending on the level of their skills, knowledge and experience. There is an additional assessment fee of \$200.

At Certificate IV level the course is aligned to units BSBCUS401A, BSBCUS403A and BSBMGT403A. At Diploma level the course is aligned to units BSBCUS501A and BSBMGT516A.

Location

UNSW Global, 12-22 Rothschild Avenue, Rosebery, NSW 2018

Course code BSFE06

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