

## EXCEPTIONAL CUSTOMER SERVICE

### Course description

To survive in Business it is imperative to provide exceptional customer service. High-achieving work places and organisations recognise the importance of staff working effectively with their customers. Customers vote with their feet! This course aids participants in developing a "customer first" attitude and the practical people skills required to demonstrate to customers that they really matter.



### Designed for:

This course is applicable to those involved in meeting the day-to-day needs of both internal and external customers in the private and public sectors or in any dimension of public relations. It will lead to the following 3 nationally recognised units of competency: (BSBCUS401A) Co-ordinate implementation of customer service strategies; (BSBCUS402A) Address customer needs; (BSBCUS403A) Implement customer service standards.

This course is delivered online allowing you to log in and work through your course at a time and place suitable to your needs. To complete the assessment requirements of this course you will need access to a workplace either as an employee or on a voluntary basis.

### Unit Description

- **BSBCUS401A – Coordinate implementation of Customer Service Strategies**  
This unit describes the performance outcomes, skills and knowledge required to advise on, carry out and evaluate customer service strategies, including the design of improvement strategies based on feedback. This unit applies to individuals with a broad knowledge of customer service strategies who contribute well develop skills in addressing customer needs and problems.
- **BSBCUS402A – Address Customer Needs**  
This unit describes the performance outcomes, skills and knowledge required to manage the ongoing relationship with a customer, which includes assisting the customer to articulate their needs, meeting customer needs and managing networks to ensure customer needs are addressed. This unit is appropriate to workers who are expected to have detailed product knowledge in order to recommend customised solutions.
- **BSBCUS403A – Implement Customer Service Needs**  
This unit describes the performance outcomes, skills and knowledge required to contribute to quality customer service standards, and to support personnel to implement customer service standards and systems within the organisation. This unit applies to Front Line Managers, including team leaders and supervisors, who have responsibility for seeing that a customer service system and customer service standards are implemented.

### Learning Outcomes:

- Develop a "customer first" attitude
- Use practical skills to attract and keep customers
- Identify customer needs and how to satisfy them
- Develop and implement positive solutions to customer concerns
- Identify different customer personality types and the best way to handle each
- Monitor customer satisfaction and service delivery



### Course Delivery, Duration and Enrolment Period:

Connect Training Group offers courses through flexible delivery modes (online or correspondence) to make it easier to incorporate study into your schedule, allowing you to reach your goal while not missing out on family, personal and business commitments.

**NO** fixed face-to-face classroom dates and times. Enrol and study when and where it suits you! You are never alone as our friendly, supportive trainers will guide you through your course and assist with feedback and suggestions to make training enjoyable.

We estimate it will take approx 60 hours to complete this course, however we provide 6 months access once you have enrolled.

### Course fees

Program fees includes access to your course content which includes all required resources as well as one-on-one trainer support for the duration of your enrolment. Payment can be made via our payment gateways by credit card, bank transfer, cheque or money order. Payment plans are also available by arrangement.

**\*\* Please check our website: [www.connect.edu.au](http://www.connect.edu.au) for current course prices and specials.**

### Trainer support

You have one-on-one trainer support for the duration of your enrolment. Your trainer will assist you throughout the program with any questions you may have and help you work through any challenges that may impede your progress. Support is provided by: Phone (1300 number); email; Skype text, chat and video link; message and forums from within your course. Assessments are turned around within 72 hours allowing you to continue working consistently through your course.

### Assessment Pathways

These 3 units form a learning pathway towards a qualification in Business Services such as the BSB40207: Certificate IV in Business.

**The following assessment pathways are available for you to complete this course:**

- **Study followed by assessment**
- **Recognition of Prior Learning:** If you have previous skill and knowledge and can provide evidence to support your RPL application. RPL application kit provided on request.
- **Assessment only:** Simply work through the assessments

### How do I enrol?

Through our website: [www.connect.edu.au](http://www.connect.edu.au). Simply select the course you wish to enrol and follow the prompts. If you have any questions please phone: **1300 737 434** during business hours or email: [info@connect.edu.au](mailto:info@connect.edu.au).