

Exceptional Customer Service

COURSE DESCRIPTION

To survive in business it is imperative to provide exceptional customer service. High achieving workplaces and organisations recognise the importance of staff working effectively with their customers.

Learning Outcomes

This course will provide you with the skill and knowledge to:

- 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



Program overview: Exceptional Customer Service

Customers vote with their feet! This course aids participants in developing a “customer first” attitude and the practical people skills required to demonstrate that they really matter.

The successful completion of this course will lead to a statement of attainment for these 3 nationally recognised units of competency from within the Certificate IV in Business (BSB40215)

- BSBCUS401: Coordinate implementation of customer service strategies
- BSBCUS402: Address customer needs
- BSBCUS403: Implement customer service standards

This course is delivered flexibly 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.

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.

Course:	Normally	ENROL NOW	Enrolment period
Exceptional customer Service:	\$ 650	\$585	6 months

*#'Enrol Now' prices quoted are only for pay up front enrolments. * Prices subject to change, please check our website for most up to date specials.*

Course Duration & Enrolment Period

We suggest that this course will take approximately 60 hours to complete. This is a very generous estimate that also depends on your previous skill and knowledge. The enrolment period for this course is 6 months, however it should only take you a fraction of this time.

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 to assist you work on 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.

Description of units:

- **BSBCUS401 – 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.
- **BSBCUS402 – 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.
- **BSBCUS403 – 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.

Assessment Pathway and Tasks

The following pathways are available for you:

- **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 can be discussed in detail with your Connect Trainer
- **Assessment only:** Simply work through the assessments
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Assessment tasks for this course consist of: 2 Questionnaires and a portfolio of evidence relating to customer service standards and reviewing if current customer service standards are being met. You will also need to arrange for your current or previous workplace supervisor/manger to complete a third party report based on your ability to provide consistent customer service to address work place standards. All templates and information relating to these tasks is explained fully within you course.

How do I enrol?

Through our website: 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.

