



"...we speak for air conditioning..."



Customer Service for Administration Staff

The service your customers receive over the phone is fundamental to how they perceive your company. The entry-level program will ensure all staff deliver the 'BEST' customer service possible.



Presenter: Janelle Nisbit
Progress Training

Location: AMCA NSW
Level 5
Suite 501
5 Rosebery Ave
Rosebery

Date: Refer to the AMCA NSW website for details (www.amcansw.com.au); or
Receive the AMCA-AEA-NFIA Learning and Development Newsletter
(martin@amcansw.com.au)

Time: 8:30am – 12:30pm

Who should attend? All staff who use the phone to communicate with customers, including receptionists, accounts staff, and service co-ordinators.

What will I learn? At the end of this session you will be able to:

- Demonstrate great service
- Retain the knowledge, skills and attitudes necessary to deliver excellent Customer Service
- Deal with 'different' people
- Receive, welcome and resolve complaints
- Leave a positive lasting impression

Bookings: Fax your booking form to **(02) 9313 6282**

AMCA, NFIA & AEA Members: **\$140** plus GST per Participant

Non-Members: **\$280** plus GST per Participant