



Quality Customer Service

In a crowded and competitive market place, the quality of your customer service can be your best competitive advantage. Customers buy from people they know, like and trust. All people in your business are responsible for delivering on your service promise. Excellent customer service will lead to repeat customers and higher business profits. Develop your competitive edge today by delivering service excellence.

TABMA Training Trainers are Leading Industry Experts with extensive experience in the Industry!

What you will learn...

- * Systems and procedures that dramatically improve customer service
- * Understanding how internal customer service effects external customers
- * How to monitor, review and adjust customer service
- * Dealing with customer complaints
- * The absolute importance of quality service
- * Accurately identifying individual customer needs
- * Servicing customer needs consistently
- * Managing customer interactions and setting clear expectations

"Even though I have been in the industry for over 22 years, I've picked up plenty of new things and reminders of others during my training. TABMA Training trainers have as much technical knowledge as anybody in the industry."

Ross Glennie, Owner Trusscorp

Call 1300 693 483

A nationally recognised statement of attainment of competency in BSBCUS501 Manage Quality Customer Service will be issued following successful completion if assessment is undertaken.

1/2 Day Course Only \$450!



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