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The Business Centre PILBARA

Customer Service Training

Learn new strategies that will improve your customer service with service expert Graham Harvey

Business has evolved beyond product and service. It's now about experience and the treatment that customers encounter when they do business with you.

Date: Thursday 22nd October | **Time:** 8:30am-11:30am
Venue: Cherratta Lodge, Lot 550 Cherratta Road, Karratha LIA
Cost: Free of Charge

- Learn what it takes to create a great customer experience?
- Learn how to develop a unique service experience that stands out from your competitors?
- Learn how to attract and retain loyal customers in today's highly competitive marketplace?

These questions and more are all covered during this workshop

Here's what you receive:

- 3 hours jam packed full of the latest information and research on customer experience and relationship marketing.
- A ton of take home easy to implement strategies.
- A copy of Graham's powerful Customer Experience Evaluation Checklist.
- A detailed workshop manual.

Principal Partner

How to book your place:
Go to www.eventbrite.com.au
or email assistance@businesscentre.org.au
or call 9144 4668

Sponsored by

Task: Suppose you are a staff member of The Business Centre Pilbara and you are receiving a person who is interested in the customer service training provided by the Business Centre Pilbara. You will answer questions from the person.

Contestant: A staff member of the Business Centre Pilbara

Question Master: A person who is interested in the customer service training provided by the Business Centre Pilbara

No. of Questions: 6~8

No. 3

Part II

Interview

(3 minutes)

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Task: Suppose you are working with Arpel Security Systems and you are receiving a person who is interested in the services provided by Arpel Security Systems. You will answer questions from the person.

Contestant: A clerk of Arpel Security Systems

Question Master: A person who is interested in the services provided by Arpel Security Systems

No. of Questions: 6~8

No. 5

Part II

Interview

(3 minutes)

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Task: Suppose you are working with North Western Warehouse Co. and you are receiving a person who is interested in the services provided by North Western Warehouse Co.

Contestant: A clerk of North Western Warehouse Co.

Question Master: A person who is interested in the services provided by North Western Warehouse Co.

No. of Questions: 6~8