



CLUB CUSTOMER SERVICE

Australian businesses lose tens of millions of dollars annually in potential profits due to poor customer service skills at all levels. Unfortunately many employees either don't understand OR have never been taught the importance of professional customer service skills.

We will teach you how to provide that quality customer service by:

- Defining and assessing customer service
- Impressing your clients and presentation
- Understanding the benefits of exceptional service
- Importance of body language
- Developing points of difference
- Meeting the needs and expectations of clients
- Anticipating customer needs
- Consistency and customer service
- Importance of duty of care

Where and when?

This is a 6 hour workshop held at your venue at a time that suits your business.

Mystery Shopper

Barringtons will evaluate your customer service over a 12 month period and customise a training program suitable to your needs. This will assist in increasing sales and company growth through conducting tailored surveys, reports and analysis business trends.

For more information please contact Barringtons on:

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