



CUSTOMER SERVICE



2 Hour
Workshop



Face-to-face



Request a quote

Every interaction a customer has with your organisation should leave them feeling valued, heard, and genuinely cared for. In today's competitive landscape, where customer expectations are higher than ever, the ability to consistently deliver meaningful and memorable service experiences sets businesses apart.

Although often labelled a “soft skill,” customer service is a discipline that thrives on structured training, consistent practice, and ongoing development. By actively investing in your team's customer service capabilities, you're not only improving day-to-day interactions — you're also strengthening your brand, building trust, and ultimately boosting your bottom line. Strong service isn't just about solving problems; it's about creating advocates for your business.

Australian businesses lose tens of millions of dollars every year due to poor customer service and in many cases, it comes down to one simple reason: staff have never been properly trained. Many employees either don't understand the value of exceptional customer service or have never been shown how to deliver it consistently and professionally.

Be Trained's Customer Service Success course is backed by decades of experience and our sessions equip staff at all levels with the skills and confidence to impress customers, build trust, and represent your business with pride. Participants learn how to define and assess what good customer service really looks like, how to present themselves professionally, and how to understand the long term business benefits of consistently high quality service.

This course explores how body language plays a role in every customer interaction, how to identify and promote your unique points of difference, and how to meet and exceed the expectations of every client.

Staff will learn how to anticipate customer needs before they arise, ensure consistency across every service touchpoint, and embrace the importance of duty of care. This is practical, high impact training that delivers immediate value.

Our approach is flexible, time efficient and tailored to suit real workplace environments, ensuring your team walks away with the tools they need to deliver an exceptional customer experience every time.

Investing in customer service training isn't just about improving interactions, it's about protecting your reputation, strengthening customer relationships, and unlocking long term business success. Let us help you turn good service into great results.

For more information, please contact:

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<https://betrained.barringtons.com.au/betrained/>

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