

Customer Service

Are you aware that clients are measuring your performance and your business every minute they are in contact with you?

So how do you measure up?

Is your company giving Excellent Customer Service?

In this half day seminar you will learn:

- What customer service is
- How important it is to have the right culture
- Why the client really is number one!
- How to "WOW" your clients
- How excellent customer service positively impacts your staff and business
- How excellent customer service is profitable

And much, much more!

About the speaker

Our Training Facilitator has over 3,000 hours of training experience, extensive business and marketing experience and is a specialist in his field. He conducts his training sessions with passion, enthusiasm and purpose.

"At **Totally Focussed Training** we don't believe in any quick fix remedies. Our goal is to have our clients leave with tools that will help them change their lives."



TOTALLYFOCUSSEDTRAINING

"focus creates opportunity"

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