

# NDA Tasmania

## Customer Service Training



We all saw these disturbing images of a 69 year-old doctor being forcibly removed from an overbooked United Airlines flight.

Equally disturbing was the fact that it took the airline's CEO three attempts to come up with an acceptable response. The first attempt was a doubling-down justification for the airline's actions, and the second an apology for "having to reaccommodate these customers". Only on the third attempt did he apologise for the physical assault and for traumatising other passengers who observed the abuse.

NDA's [Customer Service](#) course defines the standards for anyone dealing with customers, whether face-to-face or over the phone.

The next course is scheduled for **Tuesday 9 May** in both **Hobart** and **Launceston** at a cost per person of **only \$285**.

### Do you want to be recognised for your skills?

You can be assessed in the nationally-accredited units of competency aligned to this course and receive a Statement of Attainment for:

- **BSBCUS201 Deliver a service to customers**
- **BSBCUS301 Deliver and monitor a service to customers**

The cost of the optional assessment is **\$110 per unit** and confirms your skills in the areas covered by the course.

### Today's Tip

You have probably noticed that Internet Explorer, Chrome and other browsers play embedded videos by default. This is at the expense of your download limit, and occasionally some embarrassment.

How you switch off autoplay depends on whether the video is based on the older Flash technology or HTML5.

[This article](#) provides some solutions for HTML5 and [this article](#) for Flash. We suggest you apply the HTML5 solution first and see how it works out.

If you autoplay annoys you in Facebook, Twitter, YouTube or Instagram then [this article](#) may help.

**What clients say  
about NDA's  
customer service  
training**

## What else is coming up soon?

Our popular [Time Management](#) course will run in **Hobart** and **Launceston** on **Tuesday 16 May**.



Get in touch now to secure your place for these sessions, as we have a limited number of spaces still available!

Call Janelle today on **6334 4910** or email [info@nda.com.au](mailto:info@nda.com.au) to register

*This course was one of the best ones I have attended at NDA. Really related to what we do every day.*

**KC, Eyelines Tasmania**

*I enjoyed the training very much & feel as though I learnt a lot about myself & my work.*

**ER, Country Club Tasmania**

*Very good one-day course. Lots of information gained, but not too much to take on.*

**IC, St Anns Homes Inc.**

*Trainer delivered course content well and continually engaged participants.*

**TM, Airmaster Australia**

*Trainer made the course very interesting - interaction was great.*

**GW, Country Club Tasmania**

**NDA Tasmania**

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