



Deliver Exceptional Service

NDA TRAINING TASMANIA

RTO Provider : 60034

Course Cost - \$395

Duration – 1 Day

Locations

- Hobart
- Launceston
- Ulverstone

Course Dates

Course dates can be found on the training calendar on the NDA website. If you can't find a suitable date, email: bookings@nda.com.au

Private Training

This training can be delivered as a private course for your organisation and can be customised for your needs. The training can be delivered either on-site or at NDA premises.

Please contact us for further information and to be provided with a quote.

More Information

Phone: 03 6334 4910

Email: bookings@nda.com.au

Web: www.nda.com.au

BOOK

ENQUIRE

WEBSITE

Unit Code/s*:

BSBOPS304 - Deliver and monitor a service to customers

Course Objectives

This course teaches the skills and knowledge required to identify customer needs, deliver and monitor customer service and identify improvements in the provision of customer service.

It applies to those who apply a broad range of competencies in various work contexts. In this role, individuals often exercise discretion and judgement using appropriate knowledge of customer service. They provide technical advice and support to customers over short or long-term interactions.

Learning Outcomes

Identify customer needs

- Identify and clarify customer needs and expectations
- Evaluate customer needs and determine priorities for service delivery
- Inform customers about available choices and assist selection of preferred options
- Identify limitations in addressing customer needs and seek assistance from designated individuals,

Deliver a service to customers

- Provide a service to meet customer needs
- Establish and maintain rapport with customers
- Manage customer complaints
- Provide assistance and respond to customers with specific needs
- Identify and use available opportunities to promote and enhance services and products to customers

Evaluate customer service delivery

- Review customer satisfaction with service delivery using verifiable evidence
- Seek and respond to customer feedback
- Identify opportunities to enhance the quality of customer service
- Document recommendations for customer service improvements
- Submit recommendations to relevant personnel

Optional Assessment - \$195 per unit

This course is part of a nationally recognised training program. Participants who successfully complete the optional assessment component of this course will receive a Statement of Attainment for the unit of competency aligned to the training course.

Exercises and activities completed during the course will be used as evidence towards unit competency.

Participants who choose not to be assessed will receive a Certificate of Attendance.