



**Thursday  
 20 August 2015**

**“68% of customers stop doing business with you for a reason that is completely within your power to control”**

Master Builders and Heartware Group have the course to help you.

# Customer Service

To remain a profitable organisation you need to keep your customers...you need to have a reason for them to keep coming back to you time and again.

And if you're going to win rave reviews from your customers, the service level of your whole team, from reception to accounts and everything in between, has to be nothing short of exceptional!

In today's price-sensitive economy, everyone on your team needs to be willing to do whatever it takes to “wow” your customers – it's the only way to stand apart from your competitors and win the business.



Give your team the opportunity to learn how to deliver outstanding customer service and get everyone on the same page so that you're all focused on the bottom line...every customer service situation is a great sales opportunity – don't let business walk away.

**DATE:** Thursday 20 August  
**TIME:** 9.30am – 1.30pm  
**TRAINER:** Dawn Russell – The Heartware Group  
**VENUE:** Master Builders Association Business Training & Function Centre  
 19 Clifford Street, (Cnr Ray Jordan Way) Bunbury  
**COST:**

## FROM \$293.00\*^

**\*Subject to Master Builders Membership and Construction Training Fund eligibility**

**^Full course cost for Non members and NOT eligible for Construction Training Fund subsidy is \$490.00**

**To book your place on this training course, please complete the accompanying registration form.**

If you require further assistance, please contact the South West Office  
 on 9726 0939 or email [southwest@mbawa.com](mailto:southwest@mbawa.com)



*The Construction Training Fund provides funding support for training of eligible workers in the construction industry. We acknowledge the support of the Construction Training Fund in reducing costs of training for eligible workers.*

*\*Prices subject to change. ^Construction Training Fund (CTF) subsidy available for eligible course participants. This course is GST free*



## Registration Form - Customer Service

**Please Note:** This course is subsidised by the Construction Training Fund. The CTF requires that each participants personal contact details be provided, otherwise the full fee applies.

<b>Course Date:</b> <b>Thursday 20 August, 2015</b>		<b>Course Time:</b> <b>9.30am – 1.30pm</b>	
<b>Unique Student Identifier (USI):</b>			
<b>Full Name of Participant:</b>			
<b>Date of Birth of Participant:</b>			
<b>Residential Address of Participant:</b>			
<b>Suburb:</b>			<b>Postcode:</b>
<b>Mobile phone contact:</b>			
<b>Participant email address:</b>			
<b>Participant Job Title:</b>			
<b>Job Description (brief detail):</b>			
<b>Company/Employer:</b>			
<b>Address:</b>			<b>Postcode:</b>
<b>Contact person:</b>			
<b>Phone:</b>		<b>Fax:</b>	<b>Mobile:</b>
<b>Email:</b>			
<b>Please <u>tick</u> the industry sector in which you work</b>		Commercial <input type="checkbox"/>	Housing <input type="checkbox"/>
		Engineering <input type="checkbox"/>	

### Payment Details

<b>Registration</b>	<b>To guarantee your place on the course please return form, with fees, to:</b> <b>FAX: 9726 0949</b> <b>EMAIL: southwest@mbawa.com</b> <b>POST: Master Builders Association, PO Box 253, BUNBURY WA 6231</b>		
<b>NOT eligible for CTF</b>	MBA Member \$425.00 p.p.....	Non Member \$490.00 p.p. ....	
<b>Eligible for CTF</b>	MBA Member \$293.00 p.p. ....	Non Member \$358.00 p.p. ....	
<b>Course costs are subject to change. This course is GST free</b>			
<b>Method of Payment</b>	Cash <input type="checkbox"/> Cheque <input type="checkbox"/> Credit Card <input type="checkbox"/> EFT <input type="checkbox"/>		<b>Amount: \$</b>
<b>Credit Card Details:</b>	Bankcard <input type="checkbox"/> MasterCard <input type="checkbox"/> Visa <input type="checkbox"/>		
<b>Card number:</b>	_ _ _ _ / _ _ _ _ / _ _ _ _ / _ _ _ _		<b>Expiry Date:</b> _ _ / _ _
<b>Cardholders Name:</b>			<b>Signature:</b>
<b>EFT Direct Credit Details: BSB: 306 051 Account: 039 911 5 Reference: Please quote invoice number</b>			
<b>Cancellation Notice</b>	<i>Please note: fees should accompany registration form. A refund will only be provided if at least 48 hours working/business days notice is given. You may, however, substitute another person.</i>		

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