



SOUTH WEST

MASTER BUILDERS
WESTERN AUSTRALIA

Wednesday
29 June, 2016

Customer Service

Do you want to know how to deliver extraordinary customer service?

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

Imagine a culture of “service entrepreneurship”, where each staff member enthusiastically takes responsibility for ensuring your customers have an experience they’ll want to share with everyone they meet! It’s no longer good enough to give “excellent” customer service. To get customers coming back to you time and again, to get customers giving you rave reviews, your service has to be nothing short of “extraordinary”.

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

Here are some topics covered in this 4 hour interactive course:

- ❖ Identify the qualities of good and bad customer service;
- ❖ What makes service outstanding?;
- ❖ The 9 key attributes of an outstanding customer service provider;
- ❖ Moments of truth – outstanding service is up to everyone
- ❖ It’s the little things that make the biggest impact – what service memory can you create?;
- ❖ Important first impressions – grooming and deportment;
- ❖ Greeting the customer – what to do and what not to do!;
- ❖ Showing you care – practical ways to be helpful and service oriented;
- ❖ Exceeding customer expectations – under promise and over deliver.

DATE:	Wednesday 29 June, 2016		
TIME:	8.30am – 12.30pm		
TRAINER:	Dawn Russell – Director, the Heartware® group		
VENUE:	Master Builders Association, 19 Clifford Way (Cnr Ray Jordan Way) Bunbury		
COST:		<u>Course Fee</u>	<u>Total</u>
	MBA Member eligible for CTF subsidy	\$440.00 - \$132.00 [^]	\$308.00*
	Non-member eligible for CTF subsidy	\$490.00 - \$132.00 [^]	\$358.00*
	MBA Member	\$440.00	\$440.00*
	Non-member	\$490.00	\$490.00*

If you require further assistance, please contact us on **9726 0939** or email **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.



CUSTOMER SERVICE

Wednesday 29 June, 2016 9.30am - 1.30pm

Please Note: This course is subsidised by the Construction Training Fund (CTF) for eligible participants. Master Builders requires participants details be provided as indicated below, otherwise the full fee will apply.

PARTICIPANT DETAILS:

Surname:		First name:	
Date of birth:			
Mobile:		Email:	
Home address:			
Suburb:			Postcode:
Job/Trade title:			
Job description (brief detail):			

EMPLOYER/COMPANY DETAILS:

Master Builders member name:			
Employer/company name:			
Address:			
Suburb:			Postcode:
Contact name:		Email:	
Phone:	Fax:	Mobile:	
Please <u>tick</u> the industry sector in which you work		Commercial <input type="checkbox"/>	Housing <input type="checkbox"/> Engineering <input type="checkbox"/>

PAYMENT DETAILS

Payment must be received prior to the course date to secure your place & receive your confirmation.

EMAIL: southwest@mbawa.com **FAX:** 9726 0949
POST: Master Builders Association, P.O. Box 253, Bunbury WA 6231

Course Costs	Master Builder member	Non-member
Eligible for CTF subsidy	\$308.00 per person	\$358.00 per person
Not eligible for CTF subsidy	\$440.00 per person	\$490.00 per person

Please note that course costs subject to change. This course is GST free.

Method of Payment	Cash <input type="checkbox"/> Cheque <input type="checkbox"/> Credit Card <input type="checkbox"/> Money Order <input type="checkbox"/>	Amount: \$
Credit Card Details (please tick):	Bankcard <input type="checkbox"/> MasterCard <input type="checkbox"/> Visa <input type="checkbox"/>	
Card number: _ _ _ _ / _ _ _ _ / _ _ _ _ / _ _ _ _	Expiry date: _ _ / _ _	
Cardholders name:	Signature:	
EFT Direct Credit Details:	BSB: 306 051 ACCOUNT: 039 911 5	REFERENCE: Please quote invoice number

Cancellation Notice	<i>A refund will not be provided for no shows on the day of the course, or cancellations less than 5 working days prior to the course date. You may, however, substitute another person up to 24 hours prior to the course.</i>
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To view our Terms & Conditions please visit www.mbawa.com