



PERTH METRO



**MASTER BUILDERS**  
WESTERN AUSTRALIA

Tuesday  
13 September, 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:** Tuesday 13 September, 2016  
**TIME:** 8.30am – 12.30pm  
**TRAINER:** Dawn Russell – Director, the heartware® group  
**VENUE:** Master Builders, Level 3, 35-37 Havelock Street, West Perth  
**COST:**

	<u>Course Fee</u>	<u>Total</u>
MBA Member eligible for CTF subsidy	\$440.00 - \$124.00 <sup>^</sup>	<b>\$316.00*</b>
Non-member eligible for CTF subsidy	\$490.00 - \$124.00 <sup>^</sup>	<b>\$366.00*</b>
MBA Member	\$440.00	<b>\$440.00*</b>
Non-member	\$490.00	<b>\$490.00*</b>

If you require further assistance, please contact us on **9441 8000** or email [training@mbawa.com](mailto:training@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. <sup>^</sup>Construction Training Fund (CTF) subsidy available for eligible course participants. This course is GST free.



## CUSTOMER SERVICE

Tuesday 13 September, 2016 8.30am - 12.30pm

**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:** training@mbawa.com **FAX:** 9476 9881

**POST:** Master Builders Training Department, P.O. Box 167, West Perth WA 6872

Course Costs	Master Builder member	Non-member
Eligible for CTF subsidy	\$316.00 per person	\$366.00 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.*

<b>Method of Payment</b>	Cash <input type="checkbox"/> Cheque <input type="checkbox"/> Credit Card <input type="checkbox"/> Money Order <input type="checkbox"/>	<b>Amount: \$</b>
Credit Card Details ( <i>please tick</i> ):	Bankcard <input type="checkbox"/> MasterCard <input type="checkbox"/> Visa <input type="checkbox"/>	
Card number: _ _ _ _ / _ _ _ _ / _ _ _ _ / _ _ _ _	Expiry date: _ _ / _ _	
Cardholders name:	Signature:	
You <u>must</u> quote your <b>INVOICE NUMBER</b> as the reference when paying by Direct Deposit.		

### Cancellation Notice

*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.*

If you require further assistance, please contact Master Builders, Training Department on **9441 8000** or email **training@mbawa.com**

To view our Terms & Conditions please visit [www.mbawa.com](http://www.mbawa.com)