

“Switched On Customer Service”

For Switched On Staff

Duration: 1 day workshop with morning and afternoon refreshments
Fee: \$145.00*
Facilitator: Jenny Hemmings

This program is designed to assist Customer Service Staff and Teams to thrive in a Goal Setting and Achieving Environment. The program will provide a framework to further develop and fine tune skills in Business Goal Achievement. Staff will be involved in interactive workshopping through steps to achieve your business’s goals. Staff set out a personal development framework to be applied in your workplace.

Learning Outcomes

- Understand the role of Customer Service
- Understand your role as the Ambassador for your business
- Develop a Positive Mental Attitude to Customer Service and thrive in a goal-setting and achieving environment
- Identify your business’s Customer Service needs, directions and goals
- Plan integrated solutions to meet those goals
- Develop reliable action plans for yourself as a member of your team to meet your business’s Customer Service Goals.

The content of this professional development course includes:

- An introduction to the role of Customer Service
- An understanding of the link between development of skills and “Goal-Getting”
- An understanding of the importance of a Positive Mental Attitude
- The preparation of a framework for Customer Service Skills development to suit you and your business.
- The creation of your personal Customer Service Goals Action Plan outline

*The fee of \$145 dollars is for individual staff members who wish to attend a public course. Arrangements can be made for workgroups or associate groups of team members.

*This one-day program is part of a suite of programs for businesses striving for Communication and Service Advancement. It is one of a series of 6 workshops. Involvement of your business in the Qualifying Program can provide benefits as an Associate Member Business of “**Switched On Business Services**”.

“Switched On Business Services”

This Business Customer Focus Development Program comprises a 4 to 6-step training program that integrates both Managers and Staff into a framework of continuous improvement. On completion of the Qualifying Program the Business may use the “Switched On Business Services” logo as part of their promotional activities.

The “Switched On Business Services” Workshops:

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| 1. Communication Bridges | Managers and Supervisors |
| 2. Building Customer Service Teams | Managers and Supervisors |
| 3. Switched On Marketing | Managers and Supervisors |
| 4. Making Communications Work for You | General Staff |
| 5. Switched On Customer Service | General Staff |
| 6. Switched On Goals | General Staff |
- General Staff Development Sessions are available for a minimum of 8 participants from one or more workgroups.

The Qualifying Program

Maxwells Services is committed to assisting with business development. Businesses who are actively involved in developing a minimum of One of their managers in 2 “Switched On” Managers workshops and a minimum of 2 staff members in 2 “Switched On” Staff/Team workshops each and demonstrate the follow up research, planning and actioning of development activities are completed by these members may apply for the “Switched On Business Services Enterprise Award and window sticker.

Switched on Business Services is a member of the Maxwells Services Group of Businesses.
“Your Success is our Goal”

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