



What Really is Customer Service?

Unlock the code to **Customer Service** with **Sue Brodie** from **Mindstream**

Great customer service means being able to provide the customer with an experience that makes them want to come back again – and tell their friends about you. This workshop will help Eden businesses get the *winning edge* and give young people *skills to help in their employment*.

This workshop will cover communication and presentation skills, problem solving, dealing with tricky situations, and how to turn a negative into a positive so the customer will walk away with a positive experience

The workshop will show each participant 8 key principals of Great Customer Service

Date: Friday, 28th November 2014
Time: 9.30am - 12.30pm
Venue: Eden Fisherman's Club
Cost: FREE
Presenter: Sue Brodie

Light refreshments provided

Bookings essential!

Contact Lynnette on

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RSVP: 16th November 2014

Recommended for all and small business owners and managers

Sue Brodie

Trainer and Behaviour Specialist

Sue has over 15 years working experience in corporate and retail environments with outstanding results influencing cultural change and business performance across a number of large national businesses. She is known particularly for her expertise, passion and commitment to unraveling the mystery of human behaviour.



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