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## REGISTER NOW

for AussieHost Training with Snowy Enterprise Centre

Location: 38 Bombala St, Cooma

Date: Monday 18th April 2011

Training commences at 9.00am and finishes by 4.30pm

Cost: \$235 per person.

Organisation Name: .....

Participant Name: .....

Address: .....

Telephone: .....

Mobile: .....

Email: .....

*Send completed Slip to:*

Snowy Enterprise Centre

38 Bombala St., Cooma NSW 2630.

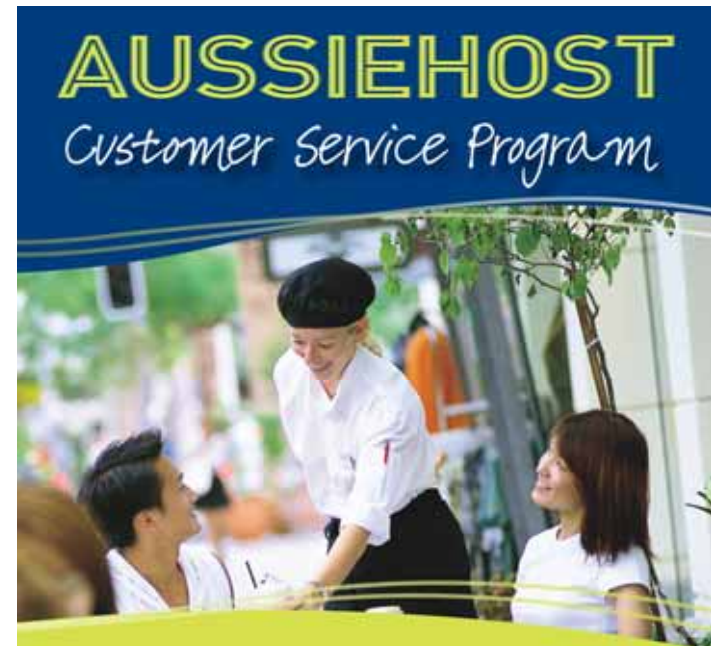
Phone: (02) 6452 5392 Fax: (02) 6452 5393

Email: [info@snowybec.com.au](mailto:info@snowybec.com.au)

Web: [www.snowybec.com.au](http://www.snowybec.com.au)



SNOWY  
**ENTERPRISE**  
CENTRE



**Snowy Enterprise Centre**  
**Local AussieHost Provider**  
**38 Bombala Street**  
**Cooma NSW 2630**

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# AussieHost Customer Service Skills

## AUSTRALIA'S SERVICE STANDARD

AussieHost is a comprehensive program designed to upgrade the standards of service and hospitality provided to a customer in any service environment throughout Australia. It is a unique communication, customer-relations and service skills workshop being offered to anyone who deals with customers in every community in the country. The AussieHost Program represents a collective effort by businesses, communities and individuals to maximize the opportunities and benefits of good service to all Australians.

### FOUR FASCINATING FACTS YOU SHOULD KNOW:

- **97% of customers won't complain if they are dissatisfied—they go elsewhere!**
- **68% of the customers that go elsewhere believe the business didn't care!**
- **It costs 5 times more to gain a new customer than it does to retain an existing one!**
- **5% increase in loyalty can result in 10% increase in bottom line profit.**



## OBJECTIVES AND CONTENT

The format of the AussieHost training allows participants to attend a one day workshop delivered by an accredited and industry leading AussieHost facilitator. These inspirational deliveries are aimed at stimulating participants to critically evaluate the standards of service in their industry and proactively embrace renewed AussieHost standards that reflect a symbol of quality service. The content is both thought provoking and interactive. The content of the one day program covers the following topics:

- *What is Quality Customer Service?*
- *The importance of Workplace & Personal Presentation*
- *Excelling in Communication Skills*
- *Effective Telephone Communication*
- *Handling Customer Complaints & Dissatisfaction*
- *Who are Your Customers? How to best serve them*

## ONE DAY WORKSHOP

The AussieHost program is delivered on a regular basis in the Snowy Monaro region by the Snowy Enterprise Centre. Participants will be inspired by the experienced Aussiehost facilitator using practical exercises and case studies to complement their understanding of excellence in customer service

Cost is \$235 per person including manual. Should you be interested in attending this workshop or in sending your staff, for further information or to register your interest complete the registration form on the back page of this brochure, or contact Snowy Enterprise Centre staff on 6452 5392 or [info@snowybec.com.au](mailto:info@snowybec.com.au).