

AUSSIEHOST

Customer Service Program



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.

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.



CONTENT

AussieHost is a one day workshop delivered by an accredited facilitator. The workshop is aimed to stimulate participants to critically evaluate the standards of service in their industry and proactively embrace AussieHost standards. The content is both thought provoking and interactive. Topics covered at the workshop include:

- *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*

✂ **REGISTER NOW** for AussieHost Training with the Snowy Enterprise

Centre, 38 Bombala St, Cooma on Monday 18 April, 2011.

Training commences at 9.00am and finishes by 4.30pm

Cost: \$235 per person including manual



Company Name:

Participant Name:

Address:

Telephone: Mobile:

Email:

Send completed registration to your local AussieHost Provider: Snowy Enterprise Centre, 38 Bombala St., Cooma NSW 2630. Phone: (02) 6452 5392 Fax: (02) 6452 5393

Email: info@snowybec.com.au Web: www.snowybec.com.au

