



WACOSS
WA COUNCIL of
SOCIAL SERVICE

Ways to make a difference

Delivering Great Service

Providing a good service to your consumers and stakeholders is very important in the community services sector. This can be quite complex when dealing with such a variety of different people facing different complexities and challenges. This course will look at some key communication and customer service skills to assist you deliver great service.

- Employ active listening techniques
- Turn customer negativity into a positive customer experience
- Apply closing techniques - how to close effectively without being pushy
- Support implementation of customer service strategies
- Evaluate and report on customer service

Course Content

- Apply the principles and benefits of superior customer service and apply skills to develop and deliver quality customer service.
- Create a great first impression
- Develop rapport - create warmth and openness
- Ask effective questions - address client needs

Want In-house Training? Call WACOSS on 08 9420 7222
or email training@wacoss.org.au