



Customer Service Skills For Tourism And Hospitality Staff

Provide your hospitality staff with the skills and techniques that will consistently provide service excellence.



LEARN THE TOP THREE CUSTOMER EXPECTATIONS AND HOW TO EXCEED THEM.

COURSE OVERVIEW

AussieHost Customer Service Skills For Tourism And Hospitality Staff is a comprehensive program designed to upgrade the standards of service and hospitality provided to a customer in any service environment throughout Australia. The AussieHost Customer Service skills program represents a collective effort by businesses, communities and individuals to maximise the opportunities and benefits of good service to all Australians.

KEY SUBJECT AREAS

- Establish contact with customers
- Responding to customer complaints
- Identify special customer requirements
- Enhance your service attitude
- Active Listening techniques
- Read and interpret retail documents
- Receive and process sales orders
- Communication in the workplace
- Developing customer loyalty
- Team Building

LEARNING OUTCOMES

- Conduct communication with customers in a professional courteous manner
- Identify and anticipate possible problems and take action to minimise effects
- Handle complaints sensitivity, courteously and with discretion
- Verbally and non-verbally convey a willingness to assist
- Consider cultural differences and how to communicate through language barriers
- Use questioning to minimise misunderstanding
- Encourage, acknowledge and act upon constructive feedback
- Perform follow up action as necessary
- List and describe a range of retail documents
- Complete allocated tasks willingly according to set timeframes
- Maintain contact with customer until sale is complete
- Record customer details and information where necessary
- Encourage repeat customers by promotion of appropriate services.



The AussieHost Customer Service Skills For Tourism And Hospitality Staff workshop:

Unique features

The AussieHost Customer Service Skills For Tourism And Hospitality workshop is designed in Australia for local and current market trends.

- Professional facilitators use the most up to date accelerated learning techniques.
- An interactive, relaxed atmosphere with real world examples.
- Modern presentation methods using audio and visual presentations.

Who should attend?

All staff who have recently entered customer service positions and who have not attended any other customer service training. The program is also suitable for mature people who whilst involved in customer service, have little awareness of professional customer service concepts.

Includes...

- Resource material & workbook.
- An internationally recognised customer service certificate.
- AussieHost badge.



For more information and to make a booking please contact your local AussieHost Training Provider, or visit www.aussie-host.com.au.

HOW WE CAN HELP YOU

AussieHost has a range of one day training courses that will work across your organisation, developed and refined for nearly two decades they address the specific needs of service business across all sectors. Courses are coordinated to provide progressive learning pathway in customer service and management of the customer service process.

We have a solid pedigree of providing training to enhance business and help improve their operations and foster success. We deliver service and communication skills training at every level from senior management to front of house, from customer relations to sales agents,

virtually anyone and everyone within service your organisation who has customer contact.

AussieHost Certified Training Providers deliver courses across Australia. Multiple delivery options are available. Courses can be public scheduled, on-demand or in-house with customisation possible to suit your needs. Some courses are aligned with national accreditation standards – please ask your local Training Provider.

AussieHosts network of qualified training professionals are ready to help, please contact your local Provider listed on our website.

www.aussie-host.com.au

Australia's Nationwide Customer Service Training Network, with a team of dedicated Training Professionals throughout Australia

FOR MORE INFORMATION AND TO MAKE A BOOKING CONTACT YOUR LOCAL TRAINING PROVIDER:

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