



CUSTOMER SERVICE, PHONE ETIQUETTE & DE-ESCALATION TRAINING



*Learn practical skills and knowledge
to maximise engagement*

Course Duration:

6 hours

Cost: \$249 per person*

Topics include:

- The value of the 'first contact'
- Professionalism
- Confidentiality & Privacy
- Telephone Etiquette & Message Recording
- Business Emailing
- Effective Communication
- De-Escalation

****Practical Activities completed in class
*Follow-up mentoring on offer***

This training is directed at people who

- are entering the workforce
- are new to positions in administration
- provide retail assistance
- provide face-to-face customer service
- those seeking to develop their skills/improve their work habits



BOOK NOW:

☎ **08 8723 6337**

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**Limestone Coast Solutions
110a Penola Rd, Mount Gambier**

*Flexible pricing options available for large groups