



Every year Businesses lose millions of dollars in potential profits due to poor customer service skills at all levels. Do you know what your existing and prospective customers really need? Do you and your team have good listening skills? Do you and your team have the skills to be great problem solvers?

This half day workshop will help you better understand customer service. You will learn techniques which help drive business improvement.

Mindshop facilitator Barry Jenner has a history of improving transport company systems based on the skills given to people. You will be able to help your people be better at what they do and get them to the next level.

Previous attendees at other Master Classes:

“Exposure to simple tools and methods to identify key actions to effect change”

“Very informative day – thank you.”

What the workshop will cover

- Road map to great customer service
- Now, Where, How
- Magic Wand, Pareto Analysis
- Who are our customers and what are their needs?
- Mitigating customer service risks
- Listening skills and 5 Why's
- Measuring and Monitoring Customer Service – Force Field,
- Designing surveys
- Loyalty Ladder
- Mitigating Customer Service Risks
- Handling complaints and difficult customers – 6 step process
- Developing your Customer Service One Page Plan

Workshop outcomes

- You will leave with skills and knowledge to improve customer service and profitability
- You will leave having pulled together key strategies and actions into your own One Page Customer Service Plan
- You will receive handouts, and telephone and online support for six weeks following the workshop

Improving Profit / Waste Reduction

Date: Thursday 14th of March

Time: 10am to 2pm

Venue: VTA offices - Level 1, Mirrat House, 46 Kooronga Way (Webb Dock) Port Melbourne

Cost: \$360 (including GST) for VTA members and \$390 (including GST) for non-members.

Materials: each participant will receive a workbook as well as telephone and online support for six weeks.

About the presenter

Barry Jenner is an Accredited Mindshop Facilitator Plus, Fellow Member of the Institute of Chartered Accountants in Australia and New Zealand and holds a Graduate Diploma in Business (Accounting). He is an experienced management consultant and facilitator specialising in road transport and associated industries.



Company details

Company:		
Contact person:	Title:	
Address:	State:	Postcode:
Phone:	Mobile:	
Email:		

Participant details

Name:	Title:	Mobile:	Email:

Course	Course date	Total attending	Members \$360	Total
			Non-Member \$390	
Improving Customer Service			\$	\$

Payment details

I enclose payment by cheque/money order payable to the Victorian Transport Association	yes / no
I will make payment via EFT using my company name and/or course date as the reference	yes / no
I will make payment via credit card	<input type="checkbox"/> Mastercard <input type="checkbox"/> Visa
Card Number:	
Name on card:	
Signature of cardholder:	
Expiry date:	/

All EFT payments should be directed to the following account using your company name and/or course date as the reference:

Account name: Victorian Transport Association

BSB: 083 419

Account number: 544360493

Banking institution: NAB

A tax invoice will be issued upon receipt of payment.

Scan and return to reception on email: reception@vta.com.au

Post: PO Box 5, South Melbourne 3205

Payment must be made for all participants prior to course commencement. Refunds are not applicable when cancellation of booking occurs within 24 hours of course commencement. Cancellations made more than 24 hours prior to course commencement will receive a full refund or be placed into the next available course.

Privacy Statement: We collect personal information about our course participants in order to manage and maintain their enrolment. Information is typically released to third parties (including but not limited to MSA Consulting) in order for evidence of completion or participation to be issued by these parties. The VTA, VWMA and VTA Academy ensure that only relevant personal information is released to authorised third parties for the purpose stated.

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