

# MASTER CLASS REGISTRATION

## IMPROVING CUSTOMER SERVICE

**COMPANY NAME:** \_\_\_\_\_

**BILLING ADDRESS:** \_\_\_\_\_

\_\_\_\_\_ **POSTCODE:** \_\_\_\_\_

**CONTACT PERSON:** \_\_\_\_\_ **Phone:** \_\_\_\_\_

**EMAIL:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**DURATION OF COURSE:** **4 hours – 10:00am to 2.00pm**

**LOCATION:** Mirrat House, Level 1, 46 Kooringa Way, Port Melbourne

**COST OF COURSE:** VWMA/VTA members **\$360** (incl. GST) VTA Member No \_\_\_\_\_  
 Non-Members\* **\$390** (incl. GST)

*\*Would you like further information about becoming a member of the VTA? YES / NO*

Full Name of Person(s) attending	Course Date(s)	Fee \$

**TOTAL PAYMENT AMOUNT: \$**.....

**Credit Card Payment Details (Cross "x" card type box)**

MasterCard                       Visa

**CREDIT CARD NUMBER:** \_\_\_\_\_ **CARD EXPIRY:** \_\_\_\_ / \_\_\_\_

**CARD HOLDER NAME:** \_\_\_\_\_ **CARD HOLDER SIGNATURE:** \_\_\_\_\_

**Cheques** (Payable to the 'Victorian Transport Association Inc.')

*A Tax Invoice will be forwarded on receipt of payment*

**Email completed registration form to: [reception@vta.com.au](mailto:reception@vta.com.au)**

**CONDITIONS OF COURSE ATTENDANCE:**

1. All fees must be paid prior to course attendance or certificates cannot be issued.
2. Substitutes may be accepted if notified prior to the course date.
3. Confirmation of booking is upon receipt of payment. Course is restricted to 30 participants.

**REFUND POLICY**

- If the VTA cancels a course, we will refund you 100%, or transfer you into another course of same value.
- If you cancel your booking for a course 5 working days before the start of the course, we will refund you 80% of the course fees.
- **Less than 5 working days- no refund will be given.**
- In the event of illness or personal crisis, you may transfer into another date provided you phone the VTA prior to the course and complete and return the course withdrawal / transfer form. Nonattendance will forfeit fees.
- Courses offered are not intended to be an exhaustive training program that covers every formal or legal aspect found under Commonwealth/State Laws, Regulations, Ordinances, By Laws etc.
- The VTA reserves the right to withdraw, cancel or reschedule any Course/Seminar/Workshop offered if deemed necessary due to any circumstance that may arise.

A copy of the VTA [Privacy Policy](http://vta.com.au/privacy-policy/) is available at <http://vta.com.au/privacy-policy/>

Office Use Only	COPY: <input type="checkbox"/>	Inv No. <input type="checkbox"/>	Pymt: <input type="checkbox"/>	Rcpt Pymt <input type="checkbox"/>	Email: <input type="checkbox"/>
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### **Master Class – Improving Customer Service**

- Dates:** Thursday 12<sup>th</sup> March 2020.  
**Time:** 10:00am – 2:00pm *a light lunch will be provided*  
**Venue** VTA Offices – Level 1, Mirrat House, 46 Kooronga Way (Webb Dock) Port Melbourne  
**Cost:** Members - \$360 (including GST) per person/Non-Members - \$390 (including GST)  
**Materials:** Each participant will receive handouts

### **Improving Customer Service**

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:

“Most value 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, as well as telephone and online support for six weeks following the workshop.

### **About the presenter:**

Barry Jenner is an Accredited Mindshop Facilitator Plus, Fellow Member of the Institute of Chartered Accountants Australia New Zealand and holds a Graduate Diploma in Business (Accounting). He is an experienced management consultant and facilitator. He has a reputation for being able to change and improve the way organisations do business.