



Ayre's-N-Graces Pty Limited

t/a **CTC C**ustomised **T**raining & **C**onsulting

Mobile: **0412 041 171** Email: info@ctcsydney.com.au Web Address: www.ctcsydney.com.au

ACN: 091 541 730 ABN: 56 091 541 730

Customer Service

✓ Step 1 – Select Subject

Subject – Customer Service

Location – Client site

Prerequisites:

- A requirement to consistently provide exceptional customer service to both internal and external customers.

What do you get:

- ☒ Experienced & qualified facilitator
- ☒ Targeted course outline
- ☒ Printed Courseware
- ☒ Electronic Certificate
- ☒ Digital Badge for LinkedIn profile
- ☒ Free 6 month email support

✓ Step 3 – Contact CTC

www.ctcsydney.com.au

info@ctcsydney.com.au

Mobile - 0412 041 171

Based on your chosen Subject and Topic selection, our expert team will advise the appropriate course length to cover your custom content and best delivery style to suit your needs. Three simple steps and you have a course tailored to you!

✓ Step 2 – Select Topics

Topics

- ☐ Definition
- ☐ WIIFM
- ☐ Brand
- ☐ Barriers
- ☐ Diversity
- ☐ Empathy
- ☐ Communication
- ☐ Conflict
- ☐ Culture