

# Business Fundamentals – Customer Service

## Course Information Sheet

### About the course

This **non-accredited short course** is delivered by **Master Builders Association of Victoria (RTO no 3935)**.

Participants who complete this course will be implementing the fundamentals in every customer interaction.

Upon completion of this course participants will:

- Evaluate client needs
- Resolve disputes
- Win clients for life.

### Learning outcomes

- How to establish customer needs
- Develop acceptable solutions
- Deliver effective outcomes
- Identify customer need earlier for better interactions & reduced conflict.
- How best to deal with difficult people & coping strategies for unhappy clients & unfamiliar situations
- Problem solving and solution finding.
- Quick and easy skills to turn a complaint into a loyal customer.
- Techniques to leave a lasting impression & deliver a customer service satisfaction.
- How to make customers for life & improve your bottom line
- Deliver outstanding Customer Service to your clients and improve your effectiveness to the business

### Who should study this course?

The Customer Service course is recommended for anyone with a client contact role.

### Training recommendations

There are no pre-requisites for this short course.

## Learning support

Master Builders provides additional support to students who require assistance in completing their course assessments and requirements. A range of support services are available to students who experience literacy, digital literacy and numeracy difficulties.

Master Builders encourages all individuals regardless of their disabilities and social, racial, cultural or educational background to apply for training courses in accordance with the requirements of the *Equal Opportunity Act (Vic) 2010* and related legislation.

## Course structure and duration

The course is delivered in **face-to-face classes for 1 day**.

Upon successful completion of this course, student will receive a Statement of Attendance from **Master Builders Association of Victoria (RTO no 3935)**.

## Course fees

Please note the following fee categories:

Category	Fee
Master Builders Member	\$475
Master Builders Member + Incolink contributor *	\$175
Non-Member + Incolink contributor*	\$405
Non Member	\$650
ALink Student Member	\$555

### Note:

- The student tuition fees as published are subject to change given individual circumstances at enrolment.
- Eligible Incolink contributors are current Incolink financial members who pay into the Incolink Training Levy.

For a full **statement of fees** please contact 9411 4555 or email [training@mbav.com.au](mailto:training@mbav.com.au).

## Master Builders training policies

<http://www.mbavtraining.com.au/content/policies-and-procedures/>

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