

AUSSIE
HOST

AUSSIEHOST

Customer Service Program



A SYMBOL OF QUALITY SERVICE



AUSTRALIA'S
SYMBOL OF
QUALITY
SERVICE

AussieHost is a comprehensive program designed to upgrade the standards of service and hospitality

provided to a customer in any service environment throughout Australia. It is a unique communication, customer-relations and service skills workshop being offered to anyone who deals with customers in every community in the country. The AussieHost Program represents a collective effort by businesses, communities and individuals to maximise the opportunities and benefits of good service to all Australians.

OBJECTIVES AND CONTENT

The format of the AussieHost training allows participants to attend a one day workshop delivered by an accredited and industry leading AussieHost facilitator. These inspirational deliveries are aimed at stimulating participants to critically

evaluate the standards of service in their industry and proactively embrace renewed AussieHost standards that reflect a symbol of quality service. The content is both thought provoking and interactive. The content of the one day program covers the follow topics:

- ▲ *What is Quality Customer Service?*
- ▲ *The Importance of Workplace & Personal Presentation*
- ▲ *Excelling in Communication Skills*
- ▲ *Effective Telephone Communication*
- ▲ *Handling Customer Complaints & Dissatisfaction*
- ▲ *Who are Your Customers? How to best serve them*

PROGRAM DELIVERY

The AussieHost Customer Service Program is frequently delivered in public workshops by AussieHost providers across your region. Participants will be inspired by the experienced AussieHost facilitator using practical exercises and case studies to complement their understanding of excellence in customer service. Consider booking you place today.

NATIONAL ENQUIRIES



AUSTRALIAN
RETAILERS
ASSOCIATION

AussieHost National
Level 11, 45 Market St, Sydney NSW 2000
Phone: 02 9299 7064 Fax: 02 9299 7083
Email: aussiehost@nsw.ara.com.au

For Further Information please contact:



PO Box 713, Beaudesert QLD 4285
Toll free: 1300 851 550 Fax: 07 5541 3980
Email: dmortlock@blueprintcd.com
Web: www.blueprintcd.com

TOURISM & HOSPITALITY



Level 11, 30 Makerston St,
Brisbane QLD 4003
Phone: 07 3236 1445 Fax: 07 3236 4552
Email: aussiehost@qtic.com.au