

The Importance of Quality Customer Service

Presented by **Daniela Schurink-Moeller**

A workshop covering the principles of quality customer service including important aspects such as:

- **The dimensions of quality customer service**
- **Ideas for customer service improvements**
- **Concepts on how to implement quality customer service principles**
- **Customer service breakdown and recovery strategies**
- **Ideas on how you can inspire others to deliver quality customer service**



Date: Wednesday 24th March

**Venue: Business & Employment
175 Collins Street, Hobart**

Time: 6.00 pm to 8.00 pm

Light supper provided

No charge – the event is a fully funded Initiative of the Australian Government

FREECALL 1800 709 552

or book online at

www.businessandemployment.biz



A member of the group of companies

RSVP by Monday 22nd March - Bookings essential

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