



Australian  
Institute of  
Management

CDU Short Courses

# CUSTOMER SERVICE

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*A 1 day course developed by the Australian Institute of Management and facilitated by Charles Darwin University.*

The Customer Service short course explores the essence of truly exceptional customer service and provides you with the skills and knowledge to respond to customer and client needs. By examining all customer touch points and focusing on professional communication, this course will help you manage and monitor the effectiveness of your service to customers.

**THIS COURSE IS RIGHT FOR YOU:**

If you're in a customer focused role or manage a customer service team.

**YOUR EMPLOYER WILL BENEFIT BECAUSE:**

You will have the enhanced knowledge and skills to deliver quality service to customers and clients.

**LEARNING OUTCOMES:**

- Identify and respond to internal and external customer requirements
- Support the implementation of service strategies
- Evaluate and report on service levels
- Apply key communication skills in customer interactions
- Understand and apply customer service policies and procedures
- Handle customer complaints

**FOR MORE INFORMATION CONTACT**

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