

Turn complaints into positive experiences for your customers



“Robyn is the sort of person and leader you gain more from with every interaction. Her insights, experience and vision are inspirational”.



Who should attend

Frontline staff, Supervisors, Team Leaders and Managers



Did you know customers class complaints in two major categories - and expect very different approaches for each

Using the right approach every time significantly increases the incidence of first call resolution, and ensures escalations are kept to a minimum.

Robyn and Allison, our experienced facilitators, will enable you to share and analyse examples of your most difficult issues, and ensure you leave with:

- A clear understanding of the two types of customer complaints
- Sound knowledge of the very different approach customers expect with each type of complaint
- Simple tools and strategies to meet customer expectations
- Techniques to deliver customer satisfaction balanced with business expectations

Manage Complaints Effectively - Workshop

Perth - 2 March
Melbourne - 4 March
Adelaide - 11 March
Hobart - 12 March
Sydney - 16 March
Brisbane - 18 March

Cost (inc. GST)

\$440 per person (1-4 participants)
\$385 per person (5+ participants)

“I thought this was going to be another one of those Customer Service Blah, Blah, Blah, sessions but it wasn’t. It was fantastic and I wish all my staff could have been there”.

Customer Service Benchmarking Australia

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Fax: 03 9642 1741
Email: info@csba.com.au

www.csba.com.au

- ❖ We use real data from calls made by our trained mystery shoppers.
- ❖ Learn simple yet effective processes and strategies which apply to all levels from frontline consultants to customer service managers.

CSBA's Complaint Handling Workshop Registration Form/Tax Invoice

Customer Service Benchmarking Australia ABN: 8262 347 6007

Please print , fill in this form and:

Fax to CSBA on (03) 9642 1741

Email to info@csba.com.au (please do not email if you are providing your credit card details)

Or, complete the online registration at http://www.csba.com.au/Complaints_workshop_2010_ATA

Venue (please tick)

- | | |
|---------------------------------------------|---------------------------------------------|
| <input type="checkbox"/> Perth, 2 March | <input type="checkbox"/> Hobart, 12 March |
| <input type="checkbox"/> Melbourne, 4 March | <input type="checkbox"/> Sydney, 16 March |
| <input type="checkbox"/> Adelaide, 11 March | <input type="checkbox"/> Brisbane, 18 March |

Date _____ Institution _____

Contact Name _____ Position _____

Phone _____ Email _____

ATA Member number _____

Delegates _____

Cost (inc. GST) \$440 per person (1-4 participants), \$385 per person (5+ participants)

Please sign me up to CSBA's email newsletter updates

PAYMENT DETAILS

Total Fees Payable: \$ _____

Payment Method:

- Visa Mastercard Please invoice

Name on card: _____

Card Number: _____

Exp Date: ____ / ____

Signature: _____

Your Facilitators

Robyn Reilly

Robyn is one of the most respected leaders in the Australian Customer Service Industry.

She brings with her over 25 years experience gained in both Operational contact centre and Customer Service Management roles. Robyn has led over 40 customer service centres right across Australia, delivering Sales, Customer Service and staff engagement at all levels of an organisation.

Her enthusiastic presentation and facilitation style brings energy and fun, combined with sharing her own learnings and experience to really focus on maximum benefits for participants

Allison Collier

Allison is an accomplished learning and development professional with the aptitude for managing complex projects, developing and aligning competency based learning solutions with business strategies and processes.

With over 15 years of learning management experience, Allison has had great success across various industries including engineering, construction, retail and energy sectors.

Allison is accustomed to producing high quality products in a variety of environments, across a range of platforms and media, and has extensive experience in course design. Allison is committed to ensuring learning content is customised and contextualised in-line with relevant business processes, ensuring adaptability of learnings within the workplace.