

Customer Service Fundamentals



Learn Actionable Skills
Quality Trainers
Affordable

Let Us Help You Be Successful!



Quality Experienced Trainers

Established in September 2016, Kelso Consulting Australia provide writing and training services to Australia.

Our qualified and experienced writers and trainers have been working in the corporate world for more than 20 years.

Our Vision is "to be recognised as a trustworthy and proficient corporate writing and training business providing quality training and winning documents to our clients throughout Australia."

This is the approach we take for every client and every project. We want to ensure that we are providing a high quality service every time.

Kelso Consulting Australia conduct customised training workshop at your workplace specifically for your needs. Save time and money and have all your team trained simultaneously



What's It All About?

Customer Service Will Make or Break Your Business.

If you talk to anyone about shopping for products or services, the first thing they tell you is that customer service does not exist any more.

The way that a customer feels when they have bought your product or service is a reflection on your business. A customer will tell ten times more people about a bad service than they will tell about a good service.

1. Are your staff providing excellent customer service?
2. Are you getting compliments from your customers about how great it is to deal with you?
3. Are your staff fully trained in the fundamentals of Customer Service?
4. Do you want to know how to attract new customers and keep the old?
5. How can your business exceed customer expectations—every time?
6. Are you the market leader in your industry for customer service?

Let us help you create a strategy for your business that will keep your customers coming back.

What You Will Learn

We Teach Skills That Can be Put Into Action Immediately.

- ◆ Discover who your customers are and what they want—it may not be what you think.
- ◆ The right way to establish a relationship with your customer—one that lasts.
- ◆ The Top Ten Customer Complaints—What they are and how can you prevent them.
- ◆ How to say "NO" when you can't give them what they want
- ◆ Communication—they key to quality customer service every time
- ◆ The Internal Customer—How to work together as a team
- ◆ Telephone Etiquette—Winning the customer over the phone
- ◆ Dealing with stressful customers and stressful moments—and still provide excellent customer service

Let Us Help You Be Successful!

LOCATION

There is no need for you or your team to travel to a different location. We conduct customised training at your workplace or a location most convenient to you.

CUSTOMISED TRAINING

Our experienced and professional trainers will provide quality content and skills that you can action immediately in your workplace.

Our experience has shown that sending a single employee to a training workshop will NOT improve your business. Yes, it will give skills to that one employee. But, how effective will that employee be in trying to implement these new skills into your business? There is a very high chance that within a week of attending the newly learned skills will be forgotten.

The most effective way to train your team is for everyone to attend the same training workshop.

We will customise a workshop specifically for your needs. We will train your team on the specific skills you request. We can offer a variety of topics. The most popular are:

- Grammar, Punctuation & Spelling
- Leadership
- Hints and Tips for Microsoft Office Suite
- Team Building
- Telephone and Email Etiquette
- Time Management
- Tender Writing Essentials



CUSTOMER SERVICE FUNDAMENTALS—

HOW TO WIN MORE CUSTOMERS

This workshop has been designed as a 1/2 day workshop. We jam pack the workshop with tons of valuable information.

You will leave the workshop with skills that you can put into action immediately into your workplace. Your customers will notice the difference, and they will love it.

We will provide to all attendees a workbook and a Certificate of Attendance.

Attendance at our workshop for business purposes is tax deductible.

Kelso Consulting Australia will continue to provide excellent, quality training at affordable prices.

We want your business to be successful. You need well trained, efficient staff to make this happen.

Invest in your team and your business today.

Call us today! 07 3879 1949 or 0421 699 015

Visit our website for more information—
www.kelsoconsulting.com.au

What are you waiting for—you will not regret it.

Let Us Help You Be Successful!

Maree Moreland— Owner, Writer & Trainer
Kelso Consulting Australia

Maree has worked in senior management in the corporate world for more than 20 years. Throughout this time, she has conducted many training workshops, one on one training of staff, group training and has been instrumental in the creation of company procedures and quality system.

As a Corporate Writer, Maree welcomes the challenge of turning a dull piece of text into something inspiring. There is nothing greater than seeing a proposal or tender be successful and provide additional revenue or a new client for a company.

In 1985 she commenced working as an office junior for a large accounting firm. Since that time, she has worked for a variety of industries including Property, Medical, Coal Testing & Mining, Export, Construction and Insurance.

Recently Maree has been accepted as a Small Business Panel Mentor for the Mentor for Growth program run by Queensland State Government.

In addition to her more than 20 years experience writing and training for businesses she has also attended many courses and seminars. These include:

- Advanced Diploma Business Management - Distinction
- Certificate Internal/External Auditor, Management Systems Auditing
- Certificate IV Project Management
- Screen Writing Essentials at National Institute of Dramatic Art (NIDA)
- Tender Workshop run by State Development Office of Qld
- Capability Statement Workshop run by State Development Office of Qld
- Certificate IV Information Technology

All of this experience is now available to you.



Training that Your Customers
Will Love



Kelso Consulting
Australia

Let Us Help You Be Successful!

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