

BE INSPIRED!

Learn for Free*

SITSS00035

Customer Service Management

ABOUT THE COURSE

This skill set aims to equip individuals with the performance outcomes, skills and knowledge required to provide professional and personalised customer service experiences.

COURSE CONTENT

You will learn how to:

- SITXCCS007 Enhance the customer service experience
- SITXCCS008 Develop and manage quality customer service practices
- SITXCOM005 Manage conflict

It requires the ability to consult with colleagues and customers, develop policies and procedures for quality service provision, and manage the delivery of customer service and to resolve complex or escalated complaints and disputes with internal and external customers and colleagues.

STUDY COMMITMENT

This is a part-time course. Complete it online or work-based.

Enrolments must commence by 31 August, 2022 and training must be completed by 31 October, 2022.

FEE-FREE*

To be eligible for a fee-free* place you must meet the Smart and Skilled eligibility below:

- Be aged 15 years or older
- Live or work in New South Wales
- Have left school
- Are an Australian citizen, permanent resident, humanitarian visa holder or New Zealand citizen

Eligible participants can currently be working and/or seeking employment in the Hospitality industry.

This fee-free* course is conducted under the NSW Government's Hospitality is Open for Business Strategy.

Great chance to get all the benefits of upskilling with no high fees.

STARTING SOON - TALK TO US

We are here to help! Want to learn more about this course? Please get in touch, we'd love to hear from you!

Study in the Illawarra.

*This training is subsidised by the NSW Government.

HOSPITALITY IS OPEN FOR BUSINESS!
ARE YOU IN?

Call Dani today on 0431 296 322 or
1800 501 277 to apply.



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*Conditions apply

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RTO ID: 90191