

NDA Tasmania

Customer Service Training



Amazon to eat Australia's lunch

The total value of transactions from US consumers on Amazon.com reached \$147.0 billion last year, a 31.3% increase compared with \$112.0 billion in 2015.

According to [this article](#), Amazon is planning to open distribution centres in Australia in 2017 and set price points at a 30% discount to current retail prices. While that might be great for the consumer in the short term it is not so good for retail businesses.

Protect your customer base

The best way to retain client loyalty is to offer quality customer service, so that clients want to do business with you. Like the woman at T.P. Jones who sold me a backpack spray yesterday. I could have bought cheaper online, but I received 30 minutes of advice on the type of sprayer to buy, a replacement nozzle better suited to my application and the nozzle fitted to the sprayer - all in a supportive, non-pressured manner.

Today's Tip

Use the right words. The following statements both say the same thing, but in different ways. Which do you prefer?

I can't get you that product until next month. It is back-ordered and unavailable at this time.

That product will be available next month. I can place the order for you right now and make sure that it is sent to you as soon as it reaches our warehouse.

**What clients say
about NDA's
customer service
training**

NDA's **Customer Service** course examines how to create strong relationships with customers, whether face-to-face, over the phone or through social media.

The next customer service courses are scheduled for **Tuesday 12 September** in both **Hobart** and **Launceston** at a cost per person of **only \$285**.

Do you want to be recognised for your skills?

You can be assessed in the nationally-accredited units of competency aligned to this course and receive a Statement of Attainment for:

BSBCUS201 Deliver a service to customers

BSBCUS301 Deliver and monitor a service to customers

The cost of the optional assessment is **\$110 per unit** and confirms your skills in the areas covered by the course.

What else is coming up soon?

Our popular **Time Management** course will run in **Hobart** on Monday 11 September and **Launceston** on Tuesday 19 September.



Get in touch now to secure your place for these sessions, as we have a limited number of spaces still available!

Call Janelle today on **6334 4910** or email info@nda.com.au to register for either of these courses

This course was one of the best ones I have attended at NDA. Really related to what we do every day.

KC, Eyelines Tasmania

I enjoyed the training very much & feel as though I learnt a lot about myself & my work.

ER, Country Club Tasmania

NDA is pretty much as good as it gets. There is not a lot that they need to change.

AR, Cash Converters

Very well presented. Easy to follow. Good input with group discussions.

JA, Digga Excavations

Very good one-day course. Lots of information gained, but not too much to take on.

IC, St Anns Homes Inc.

Thank you, a very clear simple message that will assist to improve our relationships with int & ext customers.

MB, Northern Midlands Council

Trainer delivered course content well and continually engaged participants.

TM, Airmaster Australia

Trainer made the course very interesting - interaction was great.

GW, Country Club Tasmania



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