

NACC00002

## Retail Excellence Program: Customer Interaction - Online



HELLO THERE, OUR DREAM IS TO HELP YOU **MAKE GREAT HAPPEN**



Payment options



Student satisfaction

OVERVIEW

### Get the skills to excel

Want to exceed expectations in sales and service? Learn a series of steps in a standardised process that will have you maximising your efficiency and effectiveness. This course will teach you how to identify the steps of effective customer interaction and list the differences between positive and negative interaction



### LOCATION/S

Online



### DURATION

Online: up to 12 weeks / 1 hour

COURSE DETAILS

### Course delivery options

WORKLOAD	LOCATION	DELIVERY
1 hour	Online	Online

### Key dates

For key start dates for each location visit the online brochure for this course (under the course details tab).

[tafebrisbane.edu.au/course/10672](http://tafebrisbane.edu.au/course/10672)

### Entry requirements

This short course has no formal entry requirements.

If you're under 17 years of [...more online](#)

### Resources required

You must have access to a personal computer with internet access and the latest version of Java to complete this course.

[...more online](#)

COSTS

### What are my payment options

No matter what your circumstances, TAFE Queensland Brisbane has a payment option to suit you. If you are unsure of what's right for you, call us on 1300 712 007. We're here to help.

[...more online](#)



**FULL FEE | \$90**

This is the total cost of the course.

### Got a question?

[Enquire about your full fee study options](#)



OUTCOMES

**Outcome**

Statement of Completion

UNITS

**Units**

This course will teach you how to:

- identify and explain the steps of an effective customer interaction
- describe the benefits of applying a standardised process to customer interactions, and
- list the differences between a good customer interaction and a poor one.

**Disclaimer**

Not all electives available at all campuses

**ARE YOU READY TO TAKE THE NEXT STEP ON YOUR PATH TO GREAT?**

Enrol today to secure your spot in this course.

**HOW TO ENROL**

**Enrol now!**

**You're ready if you've:**

- checked your important dates (under the course details tab)
- checked you meet the entry requirements (under the course details tab)
- checked your course costs and know which payment option is right for you (under the costs tab)
- Read the [student rules](#) and [refund policy](#)

All done? Then you're ready to enrol

**Make your future happen**

**Connect with TAFE on Facebook**



Accurate as at 12 May 2017. For the latest information see:  
[tafebrisbane.edu.au/course/10672](http://tafebrisbane.edu.au/course/10672)

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