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



Payment options



Student satisfaction

OVERVIEW

### Become a customer service superstar

Expand your horizons and Make Great Happen with new skills gained with TAFE Queensland Brisbane (Online). Whether you want to up-skill for work, try something completely new or indulge in a hobby; we're sure to have a course to train, tantalise or intrigue you.

Want to refine your customer service and sales skills? This course offers 16 modules that will prepare you with the knowledge and strategies to deal with working in customer-facing environments. They promote positive interactions and a healthy outlook on frontline service.

[...more online](#)

**LOCATION/S**  
Online

**DURATION**  
Online: up to 12 weeks / 4 hours

COURSE DETAILS

### Course delivery options

WORKLOAD	LOCATION	DELIVERY
4 hours	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/10687](http://tafebrisbane.edu.au/course/10687)

### 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 | \$450**

This is the total cost of the course.

**Got a question?**  
[Enquire about your full fee study options](#)

OUTCOMES

### Outcome

Statement of Completion

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

Accurate as at 10 January 2017. For the latest information see:  
[tafebrisbane.edu.au/course/10687](http://tafebrisbane.edu.au/course/10687)

RTO 0275  
CRICOS 03020E





#### Units

##### Components:

- State of Mind
- Problem Solving Strategies
- Critical Thinking
- Personal Development
- Customer Interaction
- The Importance of Rapport
- Matching and Mirroring
- Pacing
- Customer Motivation
- Discovery Questioning
- Listening Skills
- Features and Benefits
- Successful Recommendations
- Trial Closing
- Handling Objections
- Angry and Upset Customers.

##### Disclaimer

Not all electives available at all campuses

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