

Certificate II in Customer Contact

[BSB20207]

COURSE:

Certificate II in Customer Contact (BSB20207)

The primary goal of this participant focused program is to prepare job seekers to work in a customer contact environment. Skills such as delivering and monitoring service to customers, identifying customer needs, handling complaints and difficult customers, using basic computer technology, promoting products and services and workplace communication are all included.

Many of the skills developed in this program are generic skills which will benefit job seekers in almost any industry. This program is complemented by a motivated and dedicated team who promote positive outcomes and provide a supportive learning environment.

COURSE OUTLINE The following is included:

CUSTOMER SERVICE

Customers are the lifeblood of any enterprise. Providing quality customer service makes good business sense. It increases customer satisfaction, which in turn builds customer loyalty and contributes to the bottom line. As such, the ability to deliver consistent, excellent customer service is crucial to working successfully in this field.

This module includes topics such as: how customers see you, handling difficult customers, telephone answering techniques, understanding your customer's needs, dealing with internal & external customers, working within a team, etc.

COMPUTER TECHNOLOGY

This program provides the fundamental ICT knowledge and skills base essential to becoming an effective and efficient customer contact employee in an ICT environment. It introduces the basic principles, technical skills and theories used in computer software applications, operation systems, hardware and electronic communication. Data collection and using computer based information systems is also an integral component of this program.

WORKPLACE COMMUNICATION

Finely honed communication skills are essential to working successfully in any customer contact environment. This module includes a range of practical skills such as effective listening, speaking, questioning and non-verbal communication. Written communication including working within deadlines is also explored. Strategies to deal with language barriers and cultural differences are also developed.

OH&S

Basic OH&S skills are developed in a simulated workplace environment. Participants learn to identify workplace hazards, including their causes and consequences. The ability to deal with hazards in accordance with workplace policy and procedures is also developed.