

SHORTCOURSE CUSTOMER ENGAGEMENT

Study With Axial Training Whilst At School To Get The Skills and Succeed



Students can build the confidence, know-how and competencies required to deliver customer engagement with this specially designed two-week, online school holiday course from Axial Training. Successful students will be equipped with essential skills for customer engagement with education in key competencies such as customer service practices, conflict management and cultural sensitivity.

This course is delivered online with full trainer support.

Study Mode	Online
Duration of Course	Self paced
Total Units	5



Course Skill Sets

- >SITSSO0035 Customer Service Management
 - SITXCCS007 Enhance customer service experiences
 - SITXCOM005 Manage conflict
 - SITXCCS008 Develop and manage quality customer service practices

- > SITSSO0036 Customer Service
 - SITXCCS006 Provide service to customers
 - SITXCOM002 Show social and cultural sensitivity

Use this course as an employment pathway as a:

- > Customer Service Attendant
- > Retail Assistant
- > Office Reception
- > Junior Office Clerk

AXIAL™ TRAINING

- in schools

Axial Training and International College – Head Office

Level 1, 33 Brandl Street
EIGHT MILE PLAINS QLD 4113

Axial Training and International College

– Nth Qld Office and Townsville International Campus
382 Sturt Street
TOWNSVILLE QLD 4810

Axial International College – Brisbane Campus

Level 1, 44 Ferry Street
KANGAROO POINT QLD 4169

Phone: 1300 729 425

Email: connect@axial.edu.au

Web: www.axial.edu.au

RTO 2437

CRICOS 03452C

