

NACC00002

Retail Excellence Program - Online



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

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

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

Units

Components:

- State of Mind
- Problem Solving Strategies
- Critical Thinking
- Personal Development
- Customer Interaction

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

Accurate as at 14 February 2018. For the latest information see:

tafebrisbane.edu.au/course/10687

RTO 0275
CRICOS 03020E





UNITS

- 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

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