

realise the potential of your business



attract, develop, retain

DST people4business

Customer service excellence



“ *Loving your customer boils down to one thing - creating an almost fanatic sense of loyalty in your customer such that they wouldn't think of buying from anyone else.* ” ”
Brad Antin

“ *Customer experience is the new advertising department.* ” ”
Max Kalehoff

Does your customer service

- Support or negate your marketing & sales strategy?
- Build customer loyalty?
- How effective is the process? How committed are your people?

DST people4business offers a practical answer

DSTpeople4business offers a practical solution to increase your ability to retain customers

- A process to identify current issues and risks
- Help staff deliver the right brand experience & company values
- Tailored programmes structured around your specific context and challenges
- Flexible support options

DST people4business

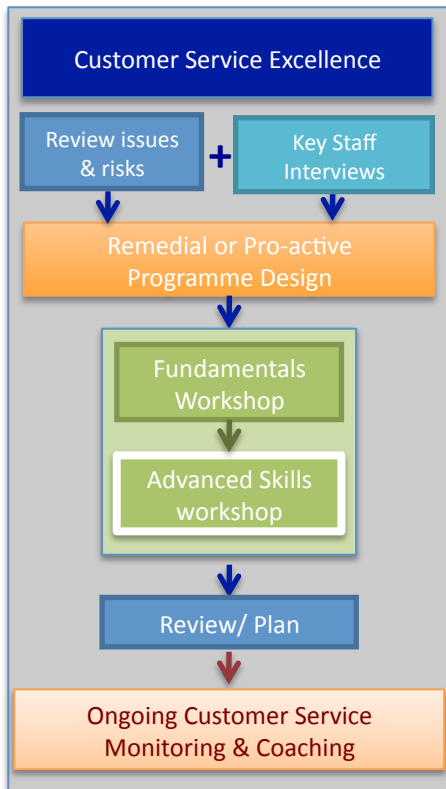
Professional Human Resource Management Solutions to support business success

Australia - Melbourne (HO), Adelaide, Brisbane, Sydney, Ballarat, Bendigo, Geelong – www.dstpeople4business.com



Customer service excellence

- DSTpeople4business provides affordable packaged HR tools. The Training packs help business owners and organisation leaders **achieve success through proactively lifting their staff's skills.**
- Flexible levels of support are available.
- DST Associates are mature business people who have experienced first hand the pressures and joys of running a business. They are committed to making HR management easier, cost effective and more likely to produce the right outcome.
- **DSTp4b HR Management** integrated solutions allow you to build a solid base to manage your people using integrated HR information and processes.



How it works

1. Review current customer service issues & challenges
2. Understand staff perceptions & system effectiveness
3. Design a tailored programme, remedial or proactive
4. Workshop customer service fundamentals
5. Advanced skills workshop option*
6. Review & recommendation
7. Ongoing Customer Service monitoring & coaching*

* You choose how much help you want, from light support training to a complete solution, depending on your business context/ resources.