



**Provide Customer Service in a Dry
Cleaning or Laundry Enterprise**

To be held at LDCT's On-Site Training Facility
Located at
26a Pendlebury Road Cardiff 2285

Sunday 20th May 2018
9:00am – 3:00pm



This workshop is designed for new or existing counter staff to provide them with the tips, tools and advice to better manage customer service

During this workshop we will cover:

Providing customer service in the Dry Cleaning industry
Including sales techniques with different scenarios
Tools for managing your customers
POS systems and upselling
Utalisation of industry language

Upon completion of this workshop you will gain a Statement of Attainment
for the Nationally Recognised Unit of Competency

- o MSTDC2001 Provide Customer Service in a Dry Cleaning or Laundry Enterprise

Course Fee \$395

All resources and Certification included
Tax Deductible

Morning, afternoon tea and lunch are provided
Registrations close 14th May 2018

Registration forms are available from:

LDCT Laundry Dry Cleaning Training
Contact Teagen on (02) 4954 8065
or email info@ldct.com.au