



**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 20<sup>th</sup> 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 14<sup>th</sup> May 2018

Registration forms are available from:

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