



elevateB

# Quality Customer Service

Online course that can be taken on its own or as part of 12 courses that make up the **CMAA Leadership & Management Program** via the CMAA's online partner elevateB.

## Course Outline

Members are the lifeblood of all clubs and your ability to develop strategies that ensure products and services are delivered to members to a standard that exemplifies quality and promotes the excellence of your Club is paramount.

This course will help you acknowledge the different types of members, the range of their needs and the ways you can manage organisational systems and customer engagement techniques that gain the respect and advocacy of your members.

It also recognises the need for customer service individuals to exercise considerable discretion and judgement and use a range of problem-solving techniques and decision-making strategies.

## Course Delivery

This comprehensive course is delivered via an interactive, online platform providing the flexibility to study and learn at times that suits participants commitments and at a pace that suits their lifestyle.

Course material is comprised of readings, links, videos, activities and assessments (optional) in a comprehensive learning experience.

## TO REGISTER



Scan here

for course cost and details  
or [www.elevateb.com.au/cmllp](http://www.elevateb.com.au/cmllp)

Or contact elevateB directly  
**PHONE** 07 3726 9598  
**MOBILE** 0419 535 956  
**EMAIL** [info@elevateb.com.au](mailto:info@elevateb.com.au)

### ACCM POINTS

CMAA Members &  
CMDA Affiliates earn

### 12 POINTS

for successful  
completion of this  
course.