


ONLINE

COURSE

Quality Customer Service

 Self-paced, online course

 www.elevateb.com.au/cmllp



ACCM Points

CMAA Members & Affiliates

attending will earn:

12 ACCM POINTS

for the successful completion of this course

This course 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**.



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 for course cost and details
or visit www.elevateb.com.au/cmllp



Or contact **elevateB** directly
(07) 3726 9598
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info@elevateb.com.au



**CLUB MANAGERS'
ASSOCIATION
AUSTRALIA**

Club Managers' Association Australia

www.cmaa.asn.au

OR contact 02 9746 4199 or training@cmllp.com.au