**Retail, Boarding, Grooming – National
Dealing with Difficult Clients - the Great Client Service Course!**

This course is a short, 3-4 hour "in service" course with dates booked by participating businesses.

 The Great Client Service Course deals with
  - Greeting,
  - Team-managing difficult clients,
  - kinds of client reactions,
  - what you say, what they hear, and what they do
  - forms of communication
  - scripting
  - delivering bad news,
  - the four key kinds of complaint
  - managing stress,
  - what to do if a complaint goes to legal or regulatory authorities,
  - how who you are effects your reactions to clients,
  - and what the boss can do to help.

This is an interactive course, with participants working in teams, moving around the room, sharing experiences, and writing notes. There is generally laughter, groaning, and giggles as participants find out about themselves as well as the clients they serve. It's a real team builder, and a fun way to learn.

This course requires a minimum of 8 people, and more than one business is preferred, including businesses not in the pet industry.

Participants receive:
- A comprehensive and practical course book full of practical and useful tips
- Training by a trainer who has handled more than 7000 litigious complaints
- A new network of colleagues who share the course with them
- Mentoring if they need it while they study
- A frame-able Certificate to show your clients that you care enough to keep your training up to date.

You WILL have better relationships with your clients, you WILL have fewer complaints that end up in litigation, and you WILL learn to laugh at the eccentricities of the human race! It all adds up to *increased profit for your business*, better staff loyalty, and a more positive team.

Costs are generally less than $349, depending on the location and which trainer is used.

For more information, or to book your course or indicate your interest, email petsaustralia@petsaustralia.org or phone 02 8214 8653 (business hours)