

# Certificate III in Business (Customer Engagement)

BSB30120

## DELIVER REWARDING CUSTOMER SERVICE THROUGH QUALITY CUSTOMER ENGAGEMENT

Certificate III in Business (Customer Engagement) addresses the skills needed in customer contact roles in the growing contact and service centre industry. These include skills to deliver a rewarding customer service experience, and the ability to manage priorities and workplace challenges. You will gain a solid understanding of service centre and call centre systems and culture.

### Quality Customer Engagement

The Certificate III in Business (Customer Engagement) will not only provide your employees with an enjoyable and informative learning experience but also a high level of professionalism and the ability to deliver a high quality service. Your employees will learn all about how to work effectively in this fast paced industry.

### Subject Choices

- Effective Workplace Communication
- Maintain Workplace Safety and Wellbeing
- Contribute to Sustainable Work Practices
- Organise Personal Work Priorities
- Mid Course Survey
- Use Business Systems
- Engage with Customers
- Assist Customers with Products and Services
- Resolving Difficult Customer Situations
- Practical Word Processing

### Key Course Facts



Start and study anytime



24/7 access to courses



Dedicated student adviser

For more details and current fees please visit our [Certificate III in Business \(Customer Engagement\)](#) page.