



SKILL SET TRAINING

Customer Service Essentials

Working safely in your environment

Provide outstanding customer service

Resolve conflicts

Cultural sensitivity

Course Times: By Arrangement—Minimum 4 participants

Duration: 4 x 3 hour sessions

Bookings are essential: Call or visit our office for further details.

Investment: \$395* per person (*Concession rates may apply)

Phone: 08 8723 6337

Email: hello@di-monty.com.au

Di-Monty Training Solutions

110A Penola Road, Mount Gambier SA 5290





SKILL SET TRAINING

Retail Essentials

Provide outstanding customer service

Use hygienic practices for food safety †

Efficient stock handling

Use marketing tools effectively

Course Times: By Arrangement— Minimum 4 participants

Duration: 4 x 3 hour sessions

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† - Delivered on behalf of T.I.M.E. (Training Innovation Management & Enterprise) Pty Ltd RTO # 40058



SKILL SET TRAINING

Hospitality Essentials

Provide outstanding customer service

Use hygienic practices for food safety †

Effective workplace communication

Provide responsible service of alcohol †

Course Times: By Arrangement— Minimum 4 participants

Duration: 4 x 3 hour sessions

Bookings are essential: Call or visit our office for further details.

Investment: \$495* per person (*Concession rates may apply)

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SKILL SET TRAINING

Business Essentials

Provide outstanding internal and external customer service

Telephone & email use and etiquette

Organise & complete daily responsibilities

Work effectively in an office team

Course Times: By Arrangement— Minimum 4 participants

Duration: 4 x 3 hour sessions

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SKILL SET TRAINING

Retail Plus

Hiring the right people

Leading your team

Promotions, Pricing, Policies

Understanding your WHS responsibilities

Course Times: By Arrangement— Minimum 4 participants

Duration: 4 x 3 hour sessions

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SKILL SET TRAINING

Business Plus

Website Maintenance

Developing your team

Networking skills

Risk management strategies

Course Times: By Arrangement— Minimum 4 participants

Duration: 4 x 3 hour sessions

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SKILL SET TRAINING

Leadership Essentials

How people learn

Developing your team

Enhancing your leadership style

Operational planning

Course Times: By Arrangement— Minimum 4 participants

Duration: 4 x 3 hour sessions

Bookings are essential: Call or visit our office for further details.

Investment: \$395* per person (*Concession rates may apply)

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