



onedegree

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## CASE STUDY

### GREAT CUSTOMER SERVICE

One Degree has led highly rated customer service workshops for one of Australia's big four banks and for a tyre and mechanical repairs SME, among others. The results have been rewarding.

A Commonwealth Bank branch customer rating jumped dramatically and sustained its high status for over 18 months following the One Degree customer service staff workshop. The motor SME staff and management adopted a more systematic customer service process which has underpinned business growth and services on offer.

While there are good principles of customer service, no one model fits all workplaces. One Degree will tailor a customer service workshop for your organisation.

One Degree helps staff and management better understand:

- who your customers are
- the business you're really in
- how to differentiate the service you think you're offering from the one you are delivering
- how to meet and even exceed customer expectations
- how to engage customers
- how demonstrate to customers that they are your number one priority
- what to do when things go wrong
- how to analyse processes when things go well

One Degree's tailored approach helps staff and management understand precisely what great customer service is and how to sustain it over the long term.