



specialist
industry
solutions
SECURITY

customer service training
design - development - delivery

specialist customer service **security** training



Danielle Larkins established **servicepeople** in 2013 to support organisations striving to elevate their customer experience.

She designs, develops and delivers training programs that support people to deliver superior customer interactions across a diverse range of industries. All programs empower participants with a customer focused purpose by enabling customer-centric mindsets and skills.

Professional Qualifications:

- Graduate Diploma in Educational Psychology
- Certificate IV Training & Assessment
- Certified Customer Service Trainer
- Certified AEC TOPS Trainer
- Accredited Mental Health First Aider
- Australian Service Excellence Awards (Chair of Judging Committee 2017 - 2023)

CLIENT PORTFOLIO **(Security & Enforcement)** **2023-2025**

- Wilson Security | Customer Service Excellence
- Nationwide Corporate Services | CX Induction Video
- Perth Airport Landside (Wilson) | CX Excellence
- Executive Security | Customer Service Excellence
- La Trobe University Security | CX Excellence
- Willoughby City Council | CX Excellence
- Skybus | Customer Service Excellence
- Rural City of Wangaratta | CX Excellence
- City of Melbourne | Customer Service Excellence
- Maribyrnong City Council | CX Excellence
- Kinetic | Customer Service Excellence

security customer service training program

This half-day training program is facilitated as an interactive workshop which is recommended for face-to-face delivery but can also be held in an online classroom. The program can be tailored to contextualise individual security company or your client requirements.

MINDSETS	SKILLS	MANAGING CHALLENGING INTERACTIONS	SUPPORTING DIVERSE NEEDS
<ul style="list-style-type: none">• Who are your customers and their expectations?• What is the impact of your attitude?• Making the customer experience easy• Taking ownership of the customer experience	<ul style="list-style-type: none">• Making First impressions count• Communication cues and styles• Using positive language• Saying "no" with empathy• Managing customer expectations	<ul style="list-style-type: none">• What drives complaints and customer anger?• Techniques for avoiding escalations of conflict• De-escalation techniques for challenging interactions and complaints	<ul style="list-style-type: none">• Understanding types of diversity• Identifying diverse needs• Supporting diverse needs• Identifying and supporting vulnerable customers

How will this training help?

- Increase client satisfaction
- Enhance your brand's reputation
- Support team members with practical skills
- De-escalate more challenging situations
- Attract positive feedback from your client's customers

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