

**ALLIED RISK  
SOLUTIONS**



## Customer Service & Compliance Training

**Your Partner.  
Your Solution.  
You're Covered.**

Customer service is not a department. It's everyone's job.

In partnership with  
**ClubsNSW**  
BRONZE CORPORATE PARTNER

Risk Analysis reporting in many clubs have identified that up to 50% of incidents occur at the point of entry. To minimise legislative and compliance risk, frontline staff are educated on the obligations of the licensee in accordance with the Liquor Act; the various prescribed offences, and the procedures in dealing with and recording breaches. Training in conflict management, information extraction and people management is part of the course content. The counterpart to compliance management is Customer service. We sell our customers an experience every

time they frequent the venue. The training focus on attitude, demeanour, presentation and adding value to the customers experience through a quest for service excellence. The quality of standards in service generally leads to a strong "service driven culture", ensuring customer loyalty, reputation, trust, viability and profitability. This is often the point of distinction between you and your competition ensuring todays investment in frontline staff generate tomorrows returns.

**Call us today on  
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