



Monique Richardson

Monique Richardson is a Customer Service Specialist, employed in the service industry for over 17 years and 13 years in the Training and Development field.

Monique is currently working as a Consultant specialising in customer service and workplace communication, providing customised training solutions to new and existing businesses.

Monique has had extensive training experience in a variety of subject matter and industries, including the call centre, car rental, telecommunication, hospitality and insurance industries. Her passion for customer service and people is evident by her energetic, enthusiastic and highly interactive approach to learning. This has enabled her to produce exceptional results and has seen her retained by many of Australia's leading organisations.

Monique can assist your business in the following areas:

- Customer Service Skills
- Telephone Excellence
- Communication and Interpersonal Skills
- Managing Quality Customer Service
- Complaint Handling and Managing Difficult Customers
- Presenting with Confidence
- Conflict Resolution
- Influencing and Negotiation Skills
- Time Management
- Sales Skills

Qualifications and Accreditations

- Bachelor of Training & Development, University of Melbourne
- Certificate IV Workplace Trainer / Workplace Assessor
- Accredited Presenter – DISC Personal Profile System
- Licensed Assessor – Customer Service Institute of Australia

Professional Memberships

- CSIA (Customer Service Institute of Australia)
- AIM (Australian Institute of Management)



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