

# CUSTOMER RELATIONS AND COLLISION REPAIR

CUS01

**In today's business environment, excellent customer service is essential to promoting your business as a collision repair professional. Understanding how quality control, knowledge of the collision repairs process, OH&S requirements is not just a management issue, but a concern for the whole organisation, as everyone must work together to provide the best customer service.**

## Course Content

### Module 1—Customer Service

This module explains the value of quality repairs and how it impacts customer satisfaction. After an in-class tour of a typical collision repair facility, the student will learn about the history of the modern unibody vehicle as well as customer expectations, effective communication techniques and the types of insurance policies available.

### Module 2— Collision Repair Process

In addition to the personal safety practices that should be observed in the collision repair facility, this module provides a more in-depth look at each area of the repair process including the estimating process, structural and non-structural repairs, glass replacement, refinishing, detailing and delivery.

## Recommendations

This class provides an overview of customer service and how each area of the collision repair process impacts on satisfying the customer. It is strongly recommended that students have a basic understanding of collision repair facility processes. Courses that are helpful include:

- Overview of Cycle Time Improvement for the Collision Repair Process (CYC01)
- Fundamentals of Collision Repair (FCR01)

## Registration

To register for Customer Relations and Collision Repair (CUS01) click [here](#) or visit [www.i-car.com.au](http://www.i-car.com.au)

## Course Highlights

Points: 1

Estimated Duration: 4 Hours

Format: Classroom & Virtual Classroom

Meets the I-CAR training requirements for the following roles:



ESTIMATOR



STRUCTURAL TECHNICIAN



NON-STRUCTURAL TECHNICIAN



REFINISH TECHNICIAN



ASSESSOR

## After completing this course, you will be able to:

- Understand the importance of customer satisfaction
- Understand the elements of the customer service experience from the point of first contact to the delivery of the vehicle
- Explain quality as it pertains to the collision repair business
- Describe the different types of insurance policies
- Explain the importance of customer correspondence and record keeping
- Identify preventative measures to avoid conflicts
- Explain safety considerations in a repair facility
- Describe the collision repair process

