

# Basic Customer Training



## Course Description

This course provides a broad introduction to customer services and includes both internal and external customers. The focus is knowledge, skills, values and attitudes in relation to the learner's own context and experience of the world of work.

## Target Group

This Customer Service course is ideal for anyone who would like to improve their Customer Service Skills.

## Learning Outcomes

- Explaining customer service.
- Engaging in an interaction with a customer.
- Demonstrating communication skills in responding to a customer.
- Processing a query in order to respond to a customer need.

## Learning Delivery Method

This training is an instructor lead virtual or classroom-based training, for minimum group size of ten (10) delegates.

## Assessment

Formative and Summative Assessment.

## Unit Standard Alignment

SAQA ID	US Title	NQF Level	Credits
114974	Apply the basic skills of customer service	2	2

## Duration

Maximum 1 day

## Cost

Prices are provided on request.

*All our programmes can be customized to meet the client's need. We remain committed to offer and deliver fit for purpose training..*

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