

Service Excellence Training



Course Description

This course is an introduction to the complexities of rendering service on a one-to-one basis, as well as managing this function in a service provision organisation. The main focus areas are the general principles of customer service, its advantages to an organisation, communicating with clients, how to interact with client with integrity, recording relevant information and the personal features of the excellent service provider. The aim is to develop the service delivery skills of individual and to equip them for higher-level positions in the service divisions of organisations.

Target Group

This Customer Service course is ideal for people working in business, professional services, government and semi-government.

Learning Outcomes

- Understanding the key components of Customer Service,
- Relevant skills for interacting with customers,
- The Do's and Don'ts for Customer Service,
- Delivering bad news,
- Dealing with irate callers,
- Incident Handling, and
- Using relevant tools to improve customer services.

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
119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	4	5
119472	Accommodate audience and context needs in oral/signed communication	3	5
242829	Monitor the level of service to a range of customers	4	5
242815	Apply the organization's code of conduct in a work environment	4	5
242820	Maintain records for a team	3	4

Duration

Maximum 10 days

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.

Accredited by Services Seta

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