

## SKILLS DEVELOPMENT COURSE: CUSTOMER SERVICES

### COURSE SPECIFICATIONS

<b>Course Code:</b>	SDF-CRS
<b>Course Length:</b>	1 Day
<b>Start Time:</b>	08:30
<b>End Time:</b>	15:30
<b>Available for:</b>	Local or On-Site Training

### PURPOSE

To provide each employee with a sound foundation and understanding of the importance of excellent and efficient customer service.

### TARGET AUDIENCE

This course is designed for all employees in a Supervisory and Managing capacity.

### LEARNING OUTLINE

1. What is excellent customer service.
2. Why excellent customer service is of utmost importance.
3. Who your customers are and their expectations and needs.
4. The Key Principles of providing excellent customer service.
5. How to effectively interact and communicate with the customer.
6. How to deal with difficult customers and handle complaints effectively.
7. How you can make the difference.

### INCLUDES THE FOLLOWING

1. Course Material
2. Notes
3. PoE (if applicable)

#### For local training at a Onetrust training venue:

1. Refreshments
2. Lunch

*\*Catering is the responsibility of the client for on-site training.*

### CERTIFICATION

Currently, this course is only available for non-accredited training, and therefore candidates will receive a *Certificate of Training/Attendance*, as no form of assessment will take place.

### MERSETA TRAINING PROVIDER

Onetrust Training Solutions has received full accreditation as a **merSETA Training Provider**. (Certification number: 17-QA/ACC/2313/21.) We are in the process of extending our scope of accreditation for most of our individual training courses and skills programmes.

### CONTACT DETAILS

Further enquiries may be directed to:

#### ONETRUST TRAINING SOLUTIONS (PTY) LTD

Vanderbijlpark | South Africa

**Tel:** +27 16 982 1651

**Cell:** +27 83 565 0915

**Email:** [admin@otts.co.za](mailto:admin@otts.co.za)