

Customer Service Essentials

What is the purpose of the course?

To understand the importance of excellent customer service, and why working as a cohesive team throughout the process is essential. Learn skills to manage customer complaints effectively, in order to rebuild the relationship so that valuable customers remain loyal to the company. This course is fast paced and includes practical exercises to achieve success.

Who Should Attend?

Employees who deal with customers and who need to work well with their colleagues in order to enhance the overall customer experience.

1 Day Course Content

- Identify internal and external customers
- Greet customers according to company protocol
- Identify customer needs in face to face interaction
- Attend to Telephonic and electronic requests
- Refer customer requests to other departments
- Escalate unusual requests to senior staff
- Acknowledge customer complaints
- Obtain accurate and relevant information
- Communicate complaints and promises made to senior staff
- Give feedback to the customers
- Close the call appropriately
- Record important information as required by company policy

What Outcomes can I expect?

The knowledge, skill and confidence that is required in the workplace to manage customer requests and enquiries, to overcome objections and to handle customer complaints effectively.

Assessment Process

The assessment methodologies used in this course are to determine and recognise learner competence against the criteria in the related unit standard. Learners are required to successfully complete both Formative and Summative assessments.

Unit Standard Alignment

SAQA ID: 14338

NQF Level: 2

Credits: 2



Services Seta Accreditation No: 4135



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