

# Developing Customer Service Skills

## Workshop Purpose:

This workshop is designed to enable participants to understand the concepts and develop foundation skills of customer service



## Workshop Outcomes:

**On completion of this workshop participants will be able to:**

- Understand the benefits to the organisation of good customer service
- Understand the possible consequences of poor customer service – customers, organisation, staff
- Understand the value of first impressions – face-to-face, telephone, writing
- Understand positive verbal and non-verbal interaction with customers
- Understand that respect for the individual is at the heart of good customer service – confidentiality, cultural diversity
- Understand his/her role in dealing with complaints from customers

## Who should attend:

Any person involved in providing customer service.

## Duration:

### **1-day workshop:**

For a minimum of 8 to a *maximum of 14* participants.

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