

Customer Service Skills (SAQA ID: 114974)

Workshop Purpose:

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



Workshop Outcomes:

On completion of this workshop participants will be able to:

- Explain customer service
- Engage in an interaction with a customer
- Communicate effectively to respond to customer needs
- Process a query to respond to a customer need

Who should attend:

Any person involved in the organisation who is customer facing

Duration:

2-day workshop (*including* formative assessments; *excluding* summative assessments and POE building)

For a minimum of 8 to a *maximum of 20* learners

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