

Monitoring the Level of Service

(SAQA ID: 242929 NQF Level 4)

Workshop Purpose:

The purpose of this programme is to encompass the skills needed to monitor the level of service between an organisation and its customers, both internal and external aimed at Junior Managers/Supervisors.



Workshop Outcomes:

On completion of this workshop participants will be able to:

- Identify internal and external customers
- Explain standards of customer service expected by the organisation
- Measure customer satisfaction on an ongoing basis
- Recommend corrective action

Who should attend:

Any manager/supervisor involved in customer retention and service delivery

Duration:

2 Days

For a minimum of 8 to a *maximum of 14* learners

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