# CUSTOMER SERVICE

## Introduction

Good customer service is important for any organisation. It determines the level of stakeholder satisfaction, how the organisation rates against competitors, likelihood of survival and what the public image is.

Internal customer service is often neglected. Good internal customer service improves employee morale, productivity, employee retention, external customer service and, ultimately organisational efficiency.



## Course Outcomes

At the end of this workshop delegates will have a better understanding of;

- The importance of customer service
- Internal and external customers
- How own behaviour affects the behaviour of others
- How to implement a customer service strategy
- How to demonstrate confidence and skill as a problem solver
- Techniques to deal with difficult customers
- How to identify ways in which to add value to customer relationships and meet or exceed expectations

## Target Audience

This *course* should be attended by Individuals who deal with internal or external clients either on the telephone or face-to-face.

## Course Duration

1 day

## Course Fee

R 1,250 VAT Incl.

R   750 (WHC Divisions)

## Booking

Please contact us on;

+27 11 274 9256/ 274 9368 / 274 9200

training@academicadvance.co.za

http://www.academicadvance.co.za

## Venue

1st Floor Training Room, Wits Health Consortium (Pty) Ltd

8 Blackwood Avenue, Parktown. 2193

Special requests will be considered, subject to viability.

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