



# CUSTOMER SERVICE

## VENUE

Ground Floor Training Room  
31 Princess of Wales Terrace  
Parktown, Johannesburg, 2193

Courses are also offered in Durban on a regular basis.

On-site training for groups of 20 or more will be considered, subject to viability.

## COURSE FEE

R 1,330 incl VAT(Non-WHC)

R 800 excl VAT(WHC Divisions)

## COURSE DURATION

1 day (Start and end times may vary slightly, confirmation will be provided on registration)

## BOOKING

Please contact us at:

+27 11 274 9256/9327/9200

training@academicadvance.co.za

<http://www.academicadvance.co.za>

## 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 OUTCOME

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.

