



CUSTOMER SERVICE

NQF 4
UNIT STD – 242829



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OUTLINE

The purpose of this unit standard is to encompass the skills needed to monitor the level of service between an organisation and its customers, both internal and external. This Unit Standard is intended for junior managers of organisations.

The qualifying learner is capable of:

- Identifying internal and external customers, where applicable.
- Explaining standards of customer service expected by the organisation.
- Measuring customer satisfaction on an ongoing basis.
- Recommending corrective action.

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COURSE METHODOLOGY

This course is conducted with maximum use of practical application of the skills acquired. After facilitator led training has taken place via the course material, group work and scenario driven exchanges, participants will have opportunity to relate the information back to their work place and to practice their skills through the use of brainstorming, problem solving, case studies, role-plays and copy written training exercises. Within a relaxed and more fun environment participants will learn from each other, gaining knowledge and acquiring and reinforcing skills that will result in overall improved customer service performance.

COURSE OBJECTIVES

Using dating as our foundation we've built the customer service course around the four elements found in every ideal date. This approach makes the results of the training easy to remember and even easier to apply with participants leaving at the end of the course with more than just head knowledge but a renewed understanding and passion to provide the best customer service and the necessary skills to match.

EDGE TRAINING CONSULTANCY

Edge Training is an Accredited Training Provider with the Services Seta, Accreditation #1135. Edge is a Level 2 BBBEE Company with over 15 year's Human Development training experience in and around Southern Africa. Edge is able to provide training throughout South Africa with a National Footprint.