



# THE DATING GAME

A CUSTOMER SERVICE WORKSHOP



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### WORKSHOP OUTLINE & OBJECTIVES

- Determining the generic expectations of our clients
- Identifying the Four Phases of Effective Client Services
- Understanding the importance of our initial meeting with our client
- Facilitating the exchange of important and sometimes personal information by our clients when they talk to us
- Delivering the actual service experience they were promised, either by us personally or by our advertising
- Ensuring that the feelings our clients carry about us as a result of the entire client experience are positive
- The importance of Long-term relationship management
- Finding ways to measure client satisfaction in our organisation

### WORKSHOP SCHEDULE

- 08:30 Registration & Coffee
- 09:00 Workshop Commences
- 10:30 Morning Refreshments
- 13:00 Lunch
- 15:00 Afternoon Refreshments
- 16:00 Workshop Ends

### COURSE METHODOLOGY

This workshop is conducted with maximum use of practical application of the skills acquired. Participants will, both by themselves and in groups, work with role plays, problem solving, case studies and unique training exercises to ensure they acquire, reinforce and retain newly acquired skills, attitudes and characteristics.

### 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 of Agencies.

