



Customer Service

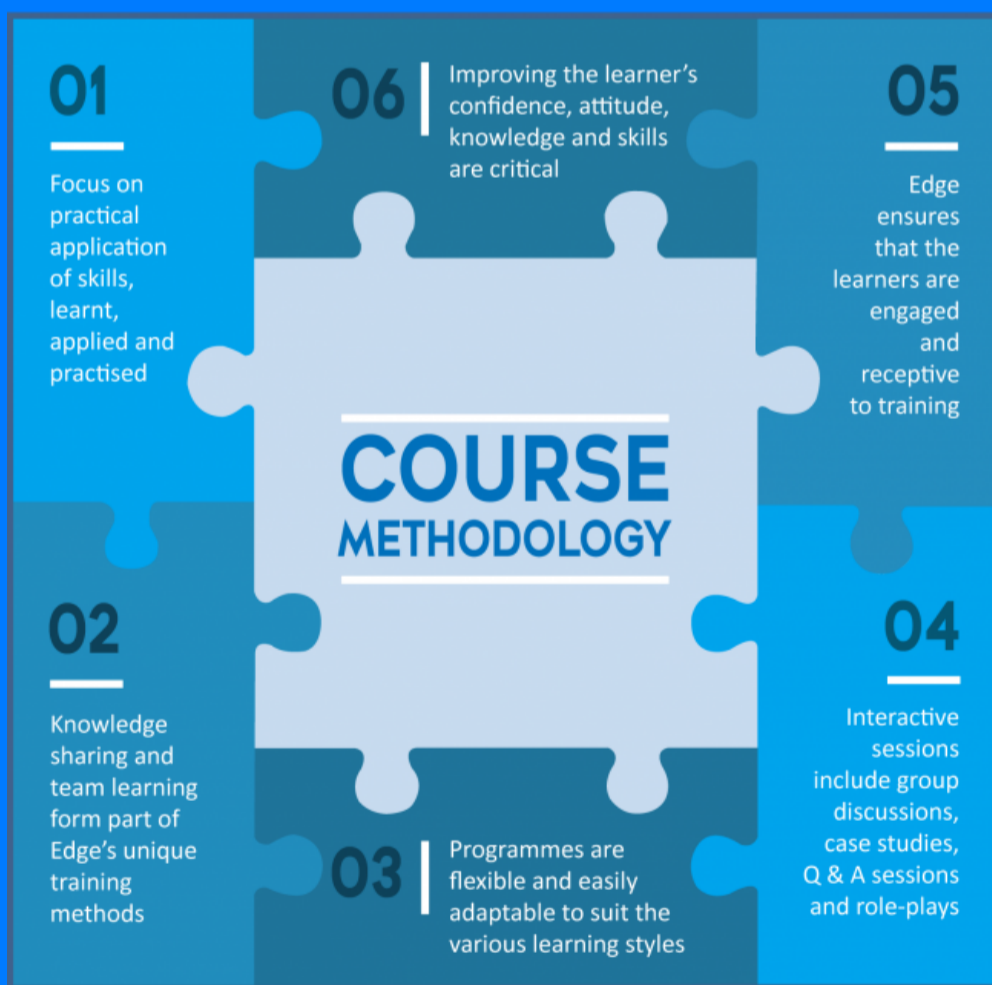
NQF Level 4 Unit STD - 242829 Accredited Short Course

Workshop Outline

- Identify the four phases of effective customer service
 - The initial meeting
 - Transfer of trust
 - The service experience
 - Customer evaluation of experience
- Understand the people vs product service element
- Maintain long-term relationships
- Measure client satisfaction
- Figuring out the key to delivering improved customer service

Objective

By the end of this course you will have a better understanding of your customers' expectations by clearly identifying the four phases of effective client service. In delivering the best service experience possible, you will ensure long term customer relationships are managed and retained. Finally being able to measure client satisfaction is key to delivering improved customer service.



About Edge Training

With an extensive track record spanning over 22 years in training, Edge Training boasts a Level 1 BBBEE Scorecard, a nationwide presence, and full accreditation with multiple SETAs. In collaboration with our BEE partners, we are wholeheartedly committed to addressing Skills Development Challenges within the BEE framework in a substantial manner. Whether you're in need of an Accredited Short Course, a comprehensive Soft Skills Workshop, or a Learnership programme, our team of highly skilled and dedicated professionals stands ready to provide tailored solutions. We handle all aspects of sourcing learners and managing the necessary requirements for disabled and unemployed Learnerships. Furthermore, the majority of our Learnerships and Workshops are conveniently available as online courses, making your learning accessible and flexible.

Get in Touch

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