



MONITOR THE LEVEL OF SERVICE TO A RANGE OF CUSTOMERS (2 DAYS)

THIS COURSE IS ACCREDITED TO UNIT STANDARD:

Title:	Monitor the level of service to a range of customers
Unit Standard ID:	242829
NQF Level:	4
Credit Value:	5

INTRODUCTION

The monitor the level of service to a range of customers training programme is for delegates to become more professional and effective in the way they deal with internal and external customers. Delegates will understand the impact on them and their organisation of providing the best possible service learning to communicate with customer's in a professional and effective manner.

REFERENCES

"I learnt a lot about handling different customers and improving my own customer service skills."

"I wanted to see how to improve my customer service skills and the facilitator covered all aspects to my full expectation. Thank you!"

"Very happy with the outcome of the course. Felt that I improved my knowledge."

COURSE CONTENT

Identify Internal and External Customers

- Identify internal and external customers
- Internal customer service
- External customer service
- Determine quality of customer service

Explain the standards of customer service expected

- Customer service key performance areas for the team
- Customer service standards
- Dimensions of the service experience
- Implement service standards
- Maintain customer satisfaction
- Cost of service quality

Measure customer satisfaction on an on-going basis

- Measure key performance areas against organisational standards
- Service assessments and employee motivation
- Evaluations to determine improvements required
- Individual service performance evaluation
- Record information regarding performance
- How to write a performance evaluation

Recommend corrective action

- Methods to obtain customer feedback
- Provide feedback on performance to team members
- Guidelines for giving feedback effectively
- Service assessments and employee motivation
- Evaluations to determine improvements required
- Individual service performance evaluation
- Record information regarding performance
- How to write a performance evaluation

Personal Accountability & Commitment Plan

TRAINING APPROACH

The primary objective of our training is to ensure that the knowledge acquired is applied successfully, adding real value and **making a visible difference to work performance** in the business environment. The courses have a strong focus on an outcomes based approach and are facilitated on a highly interactive basis encouraging active delegate participation using:

- Role plays
- Break-away sessions
- Relevant business exercises
- Presentation
- Demonstrations
- Questionnaires
- Discussion activities and
- Case studies

High emphasis is placed on learning through 'doing' where learners are presented with real life and workplace case studies ensuring delegates develop knowledge and confidence to take their enhanced skills back into the business environment and apply them successfully. The group leaders are trained to create a comfortable atmosphere where delegates can evaluate themselves and their skills, generate ideas and solutions to problems and plan suitable growth in the workplace.

POST COURSE ASSISTANCE

“Contact the Coach” – Bridging Learning for Business Results

We offer a continued learning relationship providing **FREE** access to post course support to embed the knowledge gained. Our advisors are subject matter experts in each area of specialisation.



Delegates can “Contact the Coach” for support, information or assistance with additional questions regarding the application of theory covered during the course.

Personal Accountability & Commitment Plan

Kwelanga is determined to promote and encourage accountability and behaviour change once delegates return to the work place. A Personal Accountability & Commitment Plan is therefore included in each course presented.

Facilitators will guide delegates through the recording of action plan items and will encourage them to show their Personal Post Course Accountability & Commitment Plan to their up-line on their return to work so accountability is created. This tool will also be useful for monthly one-on-one development discussions.

On-Line Knowledge Hub

All delegates attending Kwelanga Training courses have **FREE** access to post course on-line resources. Up-to-date, convenient and easily accessible information, relevant to the programme attended, is available. Tools include case studies, articles, exercises and other valuable information which will reinforce course content and assist in transferring knowledge and skills to the workplace.



OUR COMMITMENT TO YOU ...

Kwelanga Training's Commitment

***To develop and inspire each individual to be the best that they can be.
To assist clients in the transfer of skills and positive behaviour change.***

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