



Fully-accredited Service Provider with the Wholesale & Retail SETA Registration No 63  
and ETDP SETA, No ETDP-581-PAA-310504-FO179

## **CUSTOMER SERVICE TRAINING**

Based on the unit standard 118028  
Supervise Customer Service Standards

“The very foundation and future of our business depends on building and maintaining our customer service levels and performance”

This workshop will provide you with the skills to:

- manage a customer base;
- add extra value to company products/services in order to gain competitive advantage
- evaluate and analyse company customer service standards performance
- avoid customer complaints;
- and assist employees in formulating ongoing personal self improvement plans.

*This programme is based on the unit standard “Supervise Customer Service Standards” with 8 credits at NQF level 4, and is covered in a 3-day intensive small-group training intervention. On successful completion of the standard, candidates will be able to:*

- *Implement customer service standards in accordance with the prescribed organizational requirements*
- *Improve customer service standards*
- *Oversee the handling of customer queries and complaints*

*Experienced facilitators conduct the workshops and the theoretical components are further enhanced by the introduction of practical examples of the different tasks of the candidates.*

Assessment requirements are:

- An open-book knowledge test
- Completion of a detailed portfolio of evidence, which needs to be submitted within 6 months of the training .

## **HOW THE TRAINING PROCESS WORKS**

1. Registration for training in one of the venues nationwide with the Edutel Office @ 011 760 4252
2. Complete the 3-day learning programme
3. Write the knowledge test within two months of the training having taken place
4. Complete the portfolio of evidence within 6 months of the training
5. Submit the portfolio for assessment
6. Successful candidates' results are submitted to the Seta for national registration
7. Certificates of Competence are issued to competent Learners
8. All NQF credits for competent learners are registered on the National Learner Records Database (NLRD) for future reference, and credit for further training in future.

please visit our website:

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

## **COSTS**

**R3 920.40 PLUS VAT**

The course fee includes the training, study material and assessment. Lunch and refreshments are included. Accommodation or travelling arrangements and expenses are the responsibility of the candidate.

## **FURTHER ENQUIRIES**

Jenny or Karla 011 760 4251