

MANAGING CUSTOMER SERVICE MODULE

Unit Standard	114974/7789/119676/7175/243118/ 252262
NQF	Level 5
Credits	2-8
Duration	1 day
Organisational Development Area	Managers, Supervisors and Team Leaders (Also suitable for staff in Management Development Process)

COURSE OUTLINE

- What is Customer Service?
- Service Concepts;
- Critical Elements of Customer Service;
- Who are Customers?
- Meeting Expectations;
- Requirement Driven Product Selection;
- Determining Function;
- The Problem-Solving Process;
- Eliminating Customer Service Problems;
- Service PRIDE is a Team Effort;
- Managing customer relationships.