

Customer Service Excellence

Skills Programme

Accredited by the Services Seta - 13643

Unit Standards Covered

Unit Standard ID Level & Credits	Unit Standard Title
242829 NQF 4 5 credits	Monitor the level of service to a range of customers

Purpose

The purpose of this programme is to introduce learners to key concepts, terms and practices appropriate to Customer Service Excellence and to give them the skills to assess the level of customer service in their departments. Plans to address problem areas, and improve customer maintenance and service are developed.

Learning Outcomes

- Demonstrate an understanding of Customer Relationship Management
- Identify internal and external customers in the value chain
- Identify and formulate standards for customer service excellence
- Measure customer service culture
- Identify customer “building” moments
- Identify customer “breaking” moments



Who should attend?

This programme is aimed at individuals who interact with internal and external customers, who seek to create a customer service culture. It could include:

- Customer service staff
- First line supervisors
- Front-line staff
- General employees
- Managers

Duration of Training

1½ Day

Learning assumed to be in place

- Communication at NQF Level 3
- Computer literacy at NQF Level 3

Maccauvlei entry requirements

NQF level 3 / Grade 10 certificate

Certification

Learners who successfully complete the Portfolio Of Evidence will be awarded a skills programme certificate with the unit standard listed.

Contact Details

For registration forms or more detail please contact us:

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