

# SKILLS PROGRAM



BCONSULT



**SKILLS PROGRAM**

**CUSTOMER SERVICE**

**US: 242829 / 10313**




**ACCREDITED  
TRAINING**

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[sales@bconsult.co.za](mailto:sales@bconsult.co.za) 

+27 31 536 8167 

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## SKILLS PROGRAM

# CUSTOMER SERVICE

## Course Purpose

Customer service is the assistance and advice provided by a company or business to customers, and clients who buy or make use of the products or services.

Why study Customer service?

Customer service can either break or make a company's success, the latter can higher the chances to turn a potential customer into a loyal customer. This standard unit will enlighten candidate's knowledge, and skills pertaining to excellent service.

**At the completion of the unit standard, a qualifying candidate can:**

- Explain the role of a team leader.
- Explain the purpose of a team.
- Contract with a team to obtain commitment.
- Monitor the achievement of team objectives.

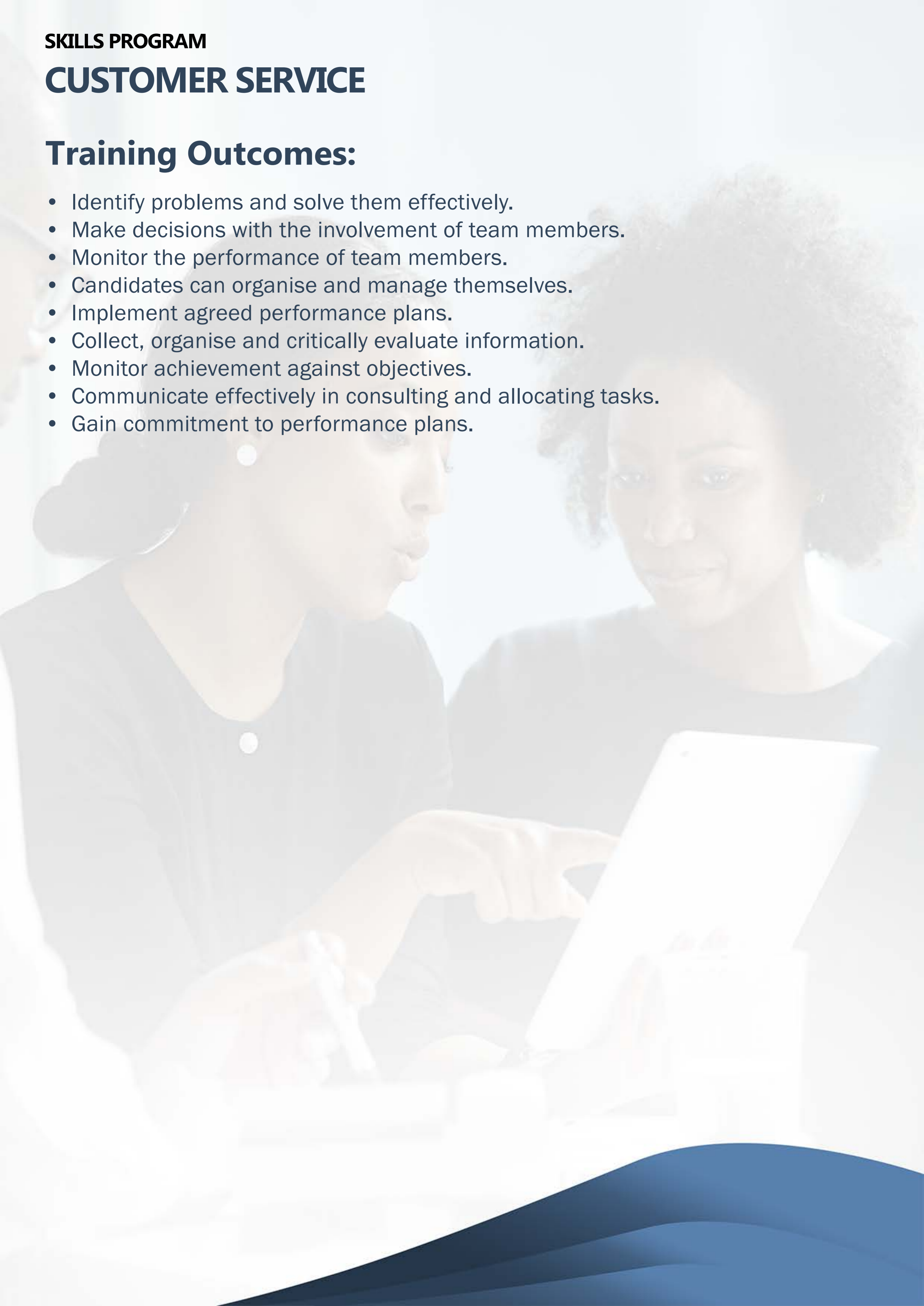
## Duration

1-2 Days

# **CUSTOMER SERVICE**

## **Training Outcomes:**

- Identify problems and solve them effectively.
- Make decisions with the involvement of team members.
- Monitor the performance of team members.
- Candidates can organise and manage themselves.
- Implement agreed performance plans.
- Collect, organise and critically evaluate information.
- Monitor achievement against objectives.
- Communicate effectively in consulting and allocating tasks.
- Gain commitment to performance plans.





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