



Customer Service

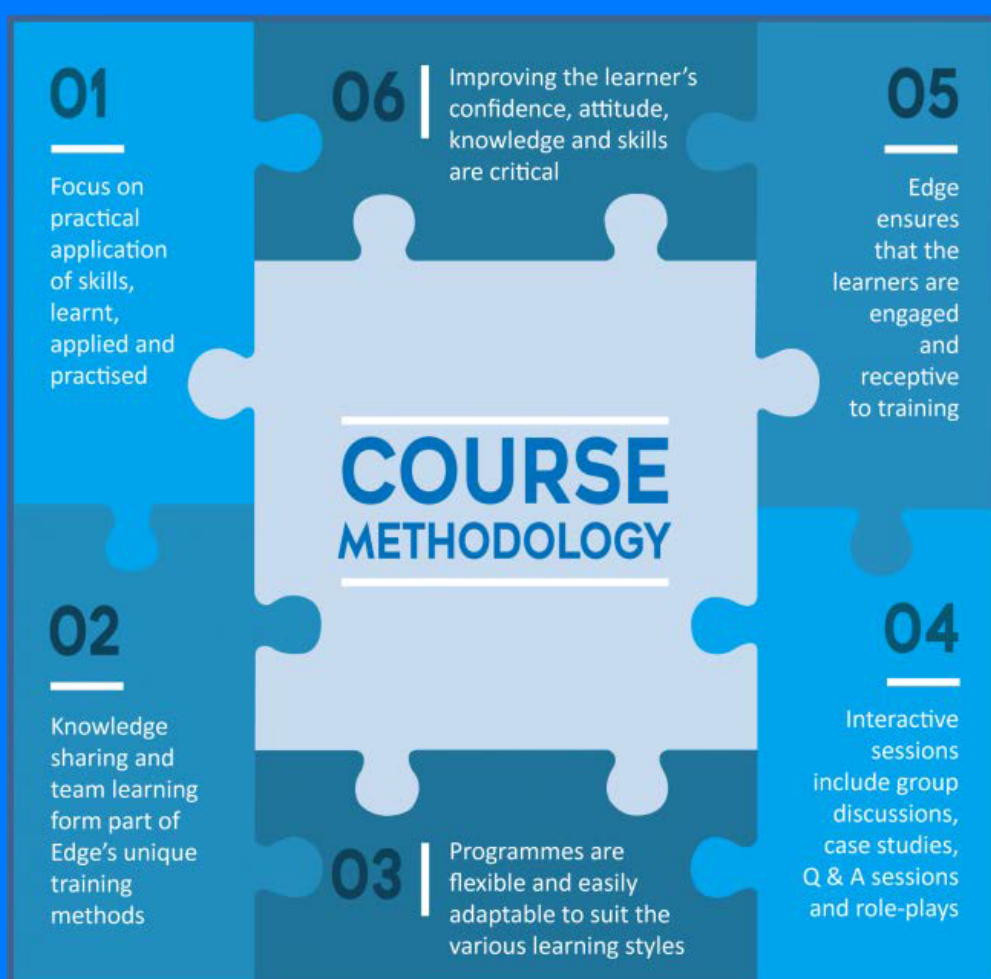
Soft Skills Training Workshop
A DATING GAME

Workshop Outline

- Identify the four phases of effective customer service
 - The initial meeting
 - Transfer of trust
 - The service experience
 - Customer evaluation of experience
- Understand the people vs product service element
- Maintain long-term relationships
- Measure client satisfaction

Objective

By the end of this course you will have a better understanding of your customers' expectations by clearly identifying the four phases of effective client service. In delivering the best service experience possible, you will ensure long term customer relationships are managed and retained. Finally being able to measure client satisfaction is key to delivering improved customer service.



About Edge Training

With over 22 years of Human Development training experience, Edge Training has a Level 1 BBBEE Scorecard, a National Footprint and Full Accreditation with Services SETA. Together with our BEE partners, we are committed to solving BEE related Skills Development Challenges in a meaningful way. Whether an Accredited Short Course, a Behaviour Changing Workshop or a Learnership, our highly skilled and dedicated team can offer you a solution. We source the learners and manage all the necessary requirements for disabled and unemployed Learnerships. Most of our Learnerships and Workshops are also offered as online courses.

Get in Touch

☎ 087 135 5543 🌐 www.edgetraining.co.za ✉ info@edgetraining.co.za