

Customer Service Training Managing Customer Service

The need to lead, model, and promote the organizational values within a customer service environment is essential for business success. This course will provide you with opportunities to explore your responsibilities within your role as a leader (supervisor or manager) in a customer service environment.

What Will Students Learn?

- ✓ Identify ways to establish links between excellence in customer service and your business practices and policies.
- ✓ Develop the skills and practices that are essential elements of a customer service-focused manager.
- ✓ Recognize what employees are looking for to be truly engaged.
- ✓ Recognize who the customers are and what they are looking for.
- ✓ Develop strategies for creating engaged employees and satisfied customers in whatever business units you manage.

What Topics are Covered?

- ✓ The six critical elements of customer service
- ✓ Understanding leadership
- ✓ Managing performance
- ✓ Onboarding and orientation
- ✓ Five practices of leadership

What's Included?

- ✓ Instruction by an expert facilitator
- ✓ Small, interactive classes
- ✓ Specialized manual and course materials
- ✓ certificate of completion

Pre-Registration Information

Yes! I would like to attend **Customer Service Training: Managing Customer Service!** Sign me up for the following session:

- 310 Oak Avenue, NBS Building 3rd floor Randburg. 3RD September 2018
- Accreditation : SETA : 12255
Bankseta : Bank-Corne180502

- All Training are from 9:00 a.m. until 3:30 p.m.
- Cost: Per person. Kindly contact the call centre
- Timeframe : 1 day



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Banking Details

Account Name : Cornerstone Supreme
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Bank : FNB
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