

# 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 the short Course in **Customer Service for Leaders-Supervisors -Managers!** Sign me up for the following session:

- 310 Oak Avenue, NBS Building 3<sup>rd</sup> floor Randburg.**
- Accreditation : SETA : 12255  
Bankseta : Bank-Corne180502

- All Training are from 8:30 a.m -2: 00 PM
- Cost: R 1300. Per person.
- Prices and dates are subject to change.

## Banking Details

**Account Name : Cornerstone Supreme**

**Account Number : 62653109283**

**Bank : FNB**

**Branch Code : 620**

**NB : WE CAN BE REACHED ON THE**

**0861961961 OR WHATSAPP :**

**0718374853**



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