



THE  
LEARNING  
DEVELOPMENT  
GROUP

## Introduction

This dynamic short programme is Unit Standard based and is aimed at junior managers who wish to understand their customers better and improve customer service.

It is highly interactive and encompasses the essential areas of offering differentiated, reliable and customer-friendly service to give organisations and their teams the competitive advantage.

It covers the theory and practice of identifying and understanding different internal and external customers, customer service standards expected by organisations, measuring and monitoring customer satisfaction and recommending corrective action to improve customer service levels.

## Target Audience

This course is suitable for any individual who wants to manage customer service including monitoring the service between the organisation and internal and external customers.

It is aimed primarily at junior managers, team leaders, supervisors, foremen and section heads.

## Entry Requirements

- Competence in Communication at NQF Level 3.
- Competent in Mathematical Literacy at NQF Level 3.

## Additional Requirements

- You will need access to appropriate workplace activities.
- Active support and mentorship by your manager.
- Access to a PC, software and the internet.

## Customer Service

# Customer Service Management

### SERVICES SETA Statement of Results

US ID:	242829
NQF Level:	4
Credits:	5

## Course Delivery & Assessment

We use in-classroom, virtual classroom and blended interactive, facilitated training, group discussions and practical exercises to embed skills.

You will need to:

- Attend all scheduled sessions.
- Demonstrate theoretical and practical understanding of course content.
- Complete and present practical assignments.
- Participate in group activities and discussions.
- Compile and submit a Portfolio of Evidence (PoE).

To receive your Statement of Results, Monitor the Level of Service to a Range of Customers, you will need to compile, submit and be found competent on a Portfolio of Evidence (PoE).

## Learning Outcomes

By the end of the course, you will be able to:

- Identify internal and external customers.
- Explain standards of customer service expected by the organisation.
- Measure customer satisfaction on an ongoing basis.
- Identify and solve problems and make decisions when monitoring customer service levels.
- Work as a member of a team through providing feedback on key performance areas.
- Organise activities by planning and executing a review of customer service levels.
- Collect, organise and critically evaluate information by ensuring that the key performance areas regarding customer service levels are explained to team members.
- Recommend corrective action.





info@ldgroup.co.za



+27 086 022 7337



www.ldgroup.co.za

## Course Content

### Monitor the Level of Service to a Range of Customers

Accreditation Body: SERVICES SETA

SAQA ID: 242829 | Learning Programme ID: NA  
NQF Level: 4 | Credits : 5

#### Module 1: Know Your Customers

- Understand the principles of offering outstanding customer service
- Identify the internal and external customers in your organisation
- Understand your customer's personality styles so you can respond appropriately
- Identify your work unit's internal and external customers

#### Module 2: Setting the Standard

- Establish customer service Key performance Areas for you and your team
- Understand the importance of maintaining and achieving customer service levels
- Know the consequences of poor service on the organisation's objectives

#### Module 3: Measuring Customer Satisfaction

- Measure Key Performance Areas against organisational standards
- Record essential information against accepted standards

#### Module 4: Recommending Corrective Action

- Develop innovative solutions to respond to queries and improve customer service
- Identify the required corrective action and make recommendations for improved customer satisfaction

## Our Accredited Organisations



FACULTY  
TRAINING  
INSTITUTE



Siyangoba



Siyaya<sup>®</sup>  
SKILLS INSTITUTE



PROSERV  
SOUTH AFRICA



MBAT  
DEVELOP - EMPOWER - GROW

