

BTC Training (Africa)(Pty) Ltd

1999/018931/07

P O BOX 136843, ALBERTON NORTH, 1456 Tel/Fax: (011) 869-1946 Cell: 082 414 4898
9A Tenth Avenue, ALBERTON NORTH. errol@btctraining.co.za
TRAINING CENTRE: 9 Pickers Place, 33 Second Avenue, Alberton North

Internal Customer Service

NQF Level 3

Duration: 14 Hours

Price on request (Min 5 Max 20 delegates)

Target group: ALL employees.

Course outcomes:

- ❖ Learners will be able to explain the importance of good internal customer service.
- ❖ Learners will be able to demonstrate the skills and knowledge of effective internal customer service principles.
- ❖ Improve service levels
- ❖ Create a service culture
- ❖ Achieve strategic priorities

Course contents:

- ❖ Day One:
- ❖ Getting to Know What You Know
- ❖ What Drives the Company and What Drives You?
- ❖ Similar & Different – Internal and External Customers
- ❖ What is Your Customer Saying?
- ❖ Customer Centered Service, Forging the Value Chain.
- ❖ The Cycle of Service
- ❖ Using New Insights to Add Value
- ❖ Poor Service: The Cost of Breaking the Value Chain
- ❖ Expectations: Experience Enhancers and detractors
- ❖ Stop, Change or Continue
- ❖ Service Levels and Commitments
- ❖ Assignment:

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Day Two:

- ❖ Warm-up and Assignment Review
- ❖ Polishing Up Your Attitude
- ❖ Dealing with Customer's Difficulties or Just Difficult Customers
- ❖ Empathise & Analyse to maximize Service
- ❖ Problem solving: Turning Complaints into Action
- ❖ The Telephone; Useful Tool or Dangerous Weapon

Programme Review

- ❖ Personal Action Plan

Support learning material

- ❖ Delegate workbook
- ❖ Video Presentation
- ❖ Assessment - Personal Action Plan
- ❖ Customised PowerPoint presentation

"Without Customers there is no Business!"