



This learning programme is **intended for** all persons who need to monitor the level of service to a range of customers. The purpose of this unit standard is to encompass the skills needed to monitor the level of service between an organisation and its customers, both internal and external.

### Benefits of attending this courses

On completion of this course the delegate will be able to:

- Identify internal and external customers, where applicable
- Explain standards of customer service expected by the organisation
- Measure customer satisfaction on an on-going basis
- Recommend corrective action

### Course Options

- Classroom Facilitated – can be conducted on-site. Talk to us about this option
- Public courses – check the latest schedule for dates
- Digital Blended Learning – Download your text books and attend revision sessions
- Self-study – Download your Text books and assignments and complete at your own pace
- Customised – all learning materials can be customised to include internal SOP's

### Who should attend and prerequisites

Communication (NQF Level 3)

Experience working with Customers, even though it is not a prerequisite.

### How to Book

Complete the form on our website to enquire about this course and make a booking.

## Course Outline – Key Learning Points

- Identify internal and external customers, where applicable
- Explain standards of customer service expected by the organisation
- Measure customer satisfaction on an on-going basis
- Recommend corrective action

## Accreditation and Assessment

### MerSETA Unit Standard: NLRD242829

This unit standard is on NQF Level 4 and has 5 credits.

Delegates are required to submit a Portfolio of Evidence (POE) and Final Summative Assessment (FSA) results in order to be accredited against this Unit Standard.

## Duration and delivery options

This course is conducted over 1 day or 2 half days. A delivery schedule is provided for submission of POE's and FSA's. Flexible time slots can be agreed for groups of 8 or more.

All courses can also be taken on line at a reduced fee.

## Where to next..?

After completing this course your next learning opportunities include, but not limited to:

- Sales & Operational Planning
- Communication in the Workplace
- Time Management
- Customer Delight

## About BIZZCO

BIZZCO is an accredited training provider with MerSETA and TETA. We specialise in providing training and skills development services for the Supply Chain and Operations environment. We have a number of services specially designed to enhance the performance of your Supply Chain teams.

Why not try our **Competency Assessment** to measure the skills gaps in your Supply Chain? Our website has more information about this service.