

CUSTOMER MANAGEMENT

Introduction

The purpose of this programme is to equip learners with the necessary knowledge, skills and attitudes to effectively manage Customer Service within an organization.

The program is designed to develop the learners ability to effectively contract service providers, achieve personal effectiveness in business, work as a project team member and display cultural awareness in dealing with customers and colleagues.

This programme has been designed and developed by Aquarius Skills Solutions.

Programme Outcomes

On completion of the programme the learner will be able to:

- Contract service providers.
- Display cultural awareness in dealing with customers and colleagues.
- Work as a project team member.
- Achieve personal effectiveness in business environment.

Programme Outline

Learning Unit 1 – Achieve personal success in the business environment

- The Organisation's objectives
- Translate objectives into work plans
- Maintain files and records
- The purpose of the code of conduct
- The principles of the code of conduct
- The implications of the Code of Conduct

Programme Outline...cont

Learning Unit 2 – Work as a project team member

- What is a project
- Stakeholders
- Communication between stakeholders
- Selecting a project team
- Team dynamics
- Team roles
- Getting along with other team members
- Team building

Learning Unit 3 – Display Cultural Awareness in Dealing with Customers and Colleagues

- The rainbow nation
- Tourism in South Africa
- Cultural awareness
- Communication between cultures
- Intercultural differences in the workplace
- Guidelines in dealing with other cultures
- Conflict resolution

Learning Unit 4 – Contract service providers

- Types of service providers
- Service Level Agreements
- Establishing a Service Level Agreement
- Checking the outputs of service providers



Methodology

Training Programme Duration: 2 Days Classroom training and 144 hours practical experience in the workplace

Formative Assessment: Learners complete a Knowledge Questionnaire after completion of the two days.

Summative Assessment: Learners complete an assignment and knowledge questionnaire within four weeks after completion of the programme. On this day of assessment, they get observed dealing with customers in the workplace and a testimonial is received.

NQF Level: 4

