

7.7 CUSTOMER SERVICE

A course to enhance quality customer care and establish good relationships between the service provider and the client.

- What is client service?
- Who are our clients?
- How does client service connect with the company's vision, mission and goals in terms of the business plan?
- Handy, practical tips for effective client service
- Handling clients. How do I read my client?
- Telephone etiquette and the value thereof
- Assertiveness
- The art of effective communication (based on the 'Transaction Analysis')
- Conflict and stress management
- Attitude and the effect thereof on clients