

7.8 SERVICE DELIVERY

This course improves service delivery internally and externally and enhances customer care.

- Understanding the Batho Pele White Paper and the Public Service Code of Conduct.
- Application of the principles contained in the Batho Pele White Paper and the Public Service Code of Conduct.
- Innovative techniques and applying them to enhance service delivery
- Service delivery to satisfy each client's needs
- Communicative service delivery as an important asset
- Networking
- Creative programmes