



Staffing • Training • Safety • Payroll

## Customer Care and Communication

Equip participants with the skills required to meet customer needs and expectations in a positive manner and recognise and resolve customer complaints that may arise.

**Course Details:**  
Duration: 1 Day  
Accredited: No  
Certification: Attendance  
Minimum Group: 3  
Maximum Group: ∞  
Unit Standard: Based on 246740  
NQF: 2

### Course Outline:

1. Identify customer needs and expectations.
2. Recognise customer dissatisfaction and take action to resolve the situation.
3. Identify and use opportunities to enhance the quality of customer service.
4. Communicate with all customers

**COURSE INFORMATION**

*What a Pleasure!*

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