

CUSTOMER SERVICE TRAINING IN HESSEQUA

The Local Economic Development and Tourism Department of Hessequa Municipality hereby invites all local businesses, accommodation establishments and restaurants to attend a free customer service training workshop. The workshop will focus on basic customer care skills in order to successfully deal and communicate with customers in a professional manner. Delegates will gain basic understanding, knowledge and skills in communicating as well the foundation blocks to building relationships with customers.

The outcomes of the program are as follows:

- Understanding the value of customer service
- Understand the essence of the Batho Pele principles of service delivery
- Building effective customer relationships
- Dealing with challenging situations when delivering service
- Communicating effectively through various channels

Where: CIVIC CENTRE, RIVERSDALE

When: MONDAY 9 MAY 2016

Time: 08:30 – 16:00

OR

Where: CIVIC CENTRE, RIVERSDALE

When: TUESDAY 10 MAY 2016

Time: 08:30 – 16:00

Due to limited space, only a certain number of participants can be accommodated. Please complete the booking form and

email it to guillaume@hessequa.gov.za to confirm your attendance. Contact 028 713 7829 for more information.

*The training is free of charge. More than one person per business can attend. Die training is for one day, kindly specific the date best suited for you.