

# ELITE **CUSTOMER SERVICE**

## ACCREDITED SKILLS PROGRAMME

### 6 DAYS

Outfit your operation with a trained customer service specialist and watch your revenue rise. Our Elite Customer Service training course is an investment in your business's security and a tactical move to higher turnover and profits. Our customer service course equips graduates with the professionalism and acumen they need to present your company as an industry leader.

This course includes the following unit standards:

- **Use Communication Techniques Effectively – 12433 NQF 5**
- **Emotional Intelligence – 252031 NQF 5**
- **Develop, Implement and Evaluate a Project Plan – 252022 NQF 5**

INVESTMENT COST: **R15 000**

## Use Communication Techniques Effectively – 12433 NQF 5

The skills, values and knowledge reflected in this unit standard are required by people in the field of manufacturing and engineering. The learning outcomes in this unit standard also contribute to the exit level outcomes required for various manufacturing and engineering qualifications.

Specific Outcomes and Assessment Criteria:

- |   |                          |   |  |
|---|--------------------------|---|--|
| 1 | Communicate at work      | 2 | Collect and use information  |
| 3 | Communicate with clients | 4 | Compile feasibility and commissioning reports                      |
| 5 | Write a technical report | 6 | Communicate in an assertive manner with clients and fellow workers |

## Emotional Intelligence – 252031 NQF 5

Learn how to apply the principles and concepts of emotional intelligence to the management of self and others.

Specific Outcomes and Assessment Criteria:

- |   |  |   |   |
|---|--|---|---|
| 1 | Demonstrating knowledge and understanding of the principles and concepts of emotional intelligence in respect of life and work relations | 2 | Analysing the role of emotional intelligence in interpersonal and intrapersonal relationships in life and work situations |
| 3 | Analysing the impact of emotional intelligence on life and work interactions   | 4 | Evaluating own level of emotional intelligence in order to determine development areas                                    |

## Develop, Implement and Evaluate a Project Plan – 252022 NQF 5

This unit standard is intended for managers in all economic sectors. These managers would typically be second level managers such as heads of department, section heads or divisional heads, who may have more than one team reporting to them.

Specific Outcomes and Assessment Criteria:

- |   |   |   |  |
|---|---|---|--|
| 1 | Selecting a work-based project for a unit           | 2 | Scoping a work-based project for a unit                |
| 3 | Developing a project plan                           | 4 | Developing tools to measure key performance parameters |
| 5 | Implementing the plan and evaluate project progress |   |  |