

EXCELLENCE IN CUSTOMER SERVICE WORKSHOP

Presented by Simon Bere (Msc). He is a seasoned marketer with a wealth of experience in both listed and non-listed companies in Zimbabwe. His clients include RTG, Nyaradzo Group, Metbank, Motec Holding, Securico. Simon's greatest strength is his ability for strategic multidisciplinary view of business and organizations, allowing him to put different parts of a business within a framework of a system and being able to use this big picture, multidisciplinary view to provide practical solutions that bring results.

Many of us believe that practice makes perfect. This is not necessarily true. What is the goal when you drill and practice in your department? Is it to improve the quality of how you do business, or are you drilling old ways in, practicing ways of doing things that may not be the best? Practicing a procedure the wrong way will not lead to perfection

Quality management is a process of continuous improvement through which everyone strives to create and support an environment in which people are committed to serving and meeting the needs of customers. Quality is conformance to standards that meet or exceed customer expectations. Today, our customers are more knowledgeable and demanding than ever; they know what they want and how they want it delivered.

Course Content

1. The purpose of the training
2. Introduction to quality service delivery
3. Quality service delivery and business survival
4. The importance of quality service delivery in not-for profit organisations
5. Poor quality service, what it is and why it happens
6. Service delivery and customer relationship management

WHO MUST ATTEND?

- Medium business owners
- Entrepreneurs
- Sales Managers
- Sales Executives
- Media personnel
- Individuals



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*You are what you
do not what you say
you will do*



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7. Terms and definitions
8. Case studies of quality service delivery
9. Evaluation of three popular models for quality service delivers
10. The 12 pillars of excellent service delivery
11. Designing a sustainable quality service delivery program-The process
12. Strategies for improving service delivery
13. Work plan for implementation

And many more

Investment: \$250.00 per person

includes teas and lunch

Date : 20 March 2019

Venue : New Ambassador Hotel, Hre

Time: 8:00 am to 4:30pm

To register for this workshop send an email to training@classyright.com or call the numbers below

Banking Details

Account name : Classyright Business Consultancy

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NB. Kindly email proof of payment to: training@classyright.com



Life is for service!!!