Workshop Title	**Customer Service**
Workshop Description	Organisations are increasingly becoming aware of the importance of good relations with both internal and external customers and the far reaching implications change in these relations may have for the organisations overall growth and profitability. Delegates will be able to identify internal and external customers and correctly identify their respective needs and methods of meeting their individual expectations. They will gain an ability to communicate effectively with customers and address and resolve conflict with customers. A great emphasis will be placed on continuous improvements to an organisations processes and procedures that will improve customer care.
Admission Requirements	• Must be at least twenty three years of age. • Must be in possession of a matric certificate or the mature age exemption procedure will apply.
Delivery Method	Contact Sessions
Duration	2 days/ 16 hours
Price	Refer to BSU Fee Schedule
Enquiry Contact	bsuenquiries@dut.ac.za / 031 -373 5710/5762