

TRAINING ON CUSTOMER SERVICES MANAGEMENT

OVER VIEW

This programme aims at providing tools to focus on the important role of the individual in building client loyalty, creating a positive impression, from customer satisfaction to customer delight and contributing to a workplace service culture

PROGRAMME OUTCOME

- To impart learners with customer service knowledge and skills that will ensure attitudinal paradigm shift in the way they perform their day-to-day operations of the organization.
- To build a customer centric culture amongst individuals thus impacting the entire customer handling processes and procedures
- To enhance learners ability to handle various customer types and behaviors

WHO SHOULD ATTEND?

- Customer services Manager
- Front Office Manager
- Customer services Trainers
- Front Office Representatives
- Bank Tellers
- Call Centre Supervisors
- Call Centre Representative
- Sales Representative
- Employees who interact with customers/Manage Interaction with customers

COURSE HIGHLIGHTS

- Customer Experience Management
- Attitude for the service
- Customer needs and expectations
- Essential customer handling skills and steps
- Inbound and Outbound Telephone etiquette
- Personal organization and branding
- Creating a Positive and lasting impression
- Creating loyal customers
- Internal customer service
- The 5Ps of customer service
- Communication skills/Inter-personal skills
- Managing customer complaints
- Handling various customer Types and Behaviors
- The Customer life cycle Management
- Customer acquisition and Retention strategies
- Service to sales

BENEFITS OF THIS PROGRAMME

- Enhanced customer sensitivity and centricity in every touch point
- Enriched understanding of key drivers to customer loyalty and retention
- Return on Investment (ROI) as a result of improved customer relationship Management
- Empowered workforce rich of knowledge and skills hence reducing unnecessary stress related to difficult customers
- Improved employee motivation

WHEN?

21st - 22nd November 2017, From 08:30AM - 0430PM

New Africa Hotel, Dar Es Salaam

CUSTOMER SERVICE



HOW MUCH?

Members: TZS 500,000.00 per participant.

Non-Members: TZS 650,000.00 per participant.

Note: All fees are VAT Inclusive

The fee will cover tuition fees fees, training materials, refreshments, lunch and a Certificate of Competence.

NB: Kindly note that training fee has to be paid in advance by cheque or through Electronic Funds Transfer (EFT), or Cash Deposit at the Bank or at ATE offices in Dar es Salaam, Mwanza and Arusha.

GROUP DISCOUNTS

Members and non-members

BOOK NOW!!!
more Discount *and* Benefits...

3 – 4 delegates - 5% discount.

5 - 9 delegates - 10% discount

≥ 10 delegates - 15% discount

OUR BANK DETAILS

Account Name: Association of Tanzania Employers

Account Number: 011103015899

Bank: National Bank of Commerce Ltd

Branch: Corporate Branch, Dar es Salaam

Swift Code: NLCBPZTXXX

NB: When making payment, kindly indicate your company name, training title & participant name.

Training registration form should be received at least **3 days prior** the training date.



IN-HOUSE TRAINING

We are also here to ease your burden of sending all officials away from business, kindly let us know if you would like us to deliver this training to your door steps and we will do a convenient arrangement for you.



For more information and registration, kindly contact Training Team through:

Mobile:+255 683 932 308, +255 682 429 292, +255 787 080 412 Tel: +255 22 2762158/59,

E-mails: rukeisa@ate.or.tz, mgaya@ate.or.tz, belela@ate.or.tz, training@ate.or.tz and info@ate.or.tz

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