



## **Customer Care Training**

### **Client**

Overstrand Municipality

### **Objectives**

The training workshop focussed on customer service chains, covering topics like customer care tools and the customer loyalty and retention of customers. Ultimately it provided a customer satisfaction plan.

### **Tactics employed**

- The one day training session considered general principles of customer service, included the discussion of case studies
- assessed the impact of customer service to an organisation, and
- included role plays

### **Outcomes**

By the end of the training workshop, delegates had

- a better insight into customer care,
- more confidence about their ability to implement the tools learnt at the course in their workplace
- the practical know-how to implement customer care in their daily work situation