



## CUSTOMER SERVICE

*A LIFE SKILL FOR EVERYONE TO LEARN*

### ABOUT CSG SKILLS

CSG Skills, is a proud subsidiary of the JSE listed, CSG Holdings Ltd, and has been an active participant and service provider of skills development and training in South Africa for the past 17 years. Our years of expertise in both professional consulting compliance services, as well as the successful roll out of a variety of complex training projects, has qualified us as a supplier of choice.

### TARGET AUDIENCE:

All Occupational Categories

### PROGRAMME OUTLINE:

1. Behave appropriately in the business environment
2. Appropriate body language in the workplace
3. Identify customers
4. Demonstrate an awareness of customer requirements and meet your customer's expectations
5. How to handle an angry customer

Duration	Certificate
1 Day	Attendance

### OTHER COURSES YOU MAY BE INTERESTED IN...

