

**BUSINESS SOLUTIONS - ESSENTIAL BUSINESS SKILLS**  
**HUMAN RESOURCES & MANAGEMENT SHORT LEARNING PROGRAMME: *MANAGING CUSTOMER SERVICE***

**ALIGNED TO SAQA UNIT STANDARD ID: 252210 - HANDLE A RANGE OF CUSTOMER COMPLAINTS**

**Duration:**  
**1 DAY PROGRAMME**

Fear of embarrassment from doing or saying the wrong thing is one of the most common sources of stress in a business or professional setting. If you ever experienced some awkward moments where you had to make small talk with VIP's and been at a loss for words, you know just how agonising such moments can be. However, what can be even more damaging to your career are those things you aren't aware of, the gaffes you aren't even aware of making, like managing customers incorrectly.

**Programme overview:**

- Identifying a customer's problem
- Committing to solving the customer complaint
- Arranging correct planning - finding a solution to the customer's problems
- Communicating with all stakeholders
- Providing practical business solutions

**The following are included in the Course Fee:**

Tuition, student support and research supervision, any assessments that may be completed	
Meals	
Certificate of attendance	
<b>TOTAL</b>	<b>R 1250.00</b>

.....  
 I, (student/payment sponsor), acknowledge that I understand the information stated in this document.

Date: ..... Signature: .....

**This Information Sheet forms part of your enrolment contract**

*The content of this information sheet is subject to change without notice due to legislation, market requirements or any other reason. ELMI reserves the right to change the programme subject matter without notice.*

ELMI  
 231 Oxford Street  
 Southernwood  
 East London 5201

Tel: 043 742 0235  
 Fax: 043 742 0237  
 Email: info@elmi.co.za  
 Web: www.elmi.co.za

P.O. Box 18458  
 Quigney  
 East London 5211

East London Management  
 Institute (Pty) Ltd.  
 Reg No: 2008/021076/07

QCTO Accreditation:  
 Skills Development Provider  
 Accreditation no:  
 QCTO NATED/14/0062