

Training Courses & Related Services

Manage Quality Customer Service



National Code SITXCCS003A



Duration	1 x 6.00 hours	Min-Max Group Size	8-15
Who should attend	All staff that manage or are responsible for staff who have dealings with your customers in the service Industry.		
Course aims	To improve the customer service provided by your staff.		
Unit descriptor	This unit describes the performance out-comes, skills & knowledge required to manage customer service quality in a range of service industry workplaces. It requires the ability to develop & monitor management strategies to enhance & oversee the delivery of quality customer service.		
Learning outcomes	<p>On the successful completion of this course participants will be able to:</p> <ul style="list-style-type: none"> • Develop approaches to enhance quality customer service • Manage the delivery of quality service • Monitor & adjust customer service 		
Assessment outcomes will be gathered using	<ul style="list-style-type: none"> • Demonstration • Theory assessment • Role plays & scenarios • Completion of activities during the delivery • Completion & submission of a work based project 		
Documents issued on successful completion	Statement of Attainment in completion of the unit SITXCCS003A from the SIT07 Hospitality Training Package		
Price per person	POA	Price per in-house course	POA