



Customer Focused Supervision

Duration: Two day

Time: 9am – 4pm

For: Supervisors

PROGRAM OBJECTIVES

The major objective of this workshop is to provide supervisors with the knowledge and skills for developing, promoting and embedding a service culture in their organizations. They will understand the importance of their role and responsibilities in ensuring that they and their employees deliver, meet and exceed the expectations of customers **every time**.

METHODOLOGY

Workshop consists of lecture/discussions, visual aids, individual and group activities.

CONTENT DOMAIN

Strategies for promoting and maintaining a customer service culture

Best practices in customer service

Supervising the service function

Creating total customer responsiveness at the workplace

Managing and supervising the service function at your organization

Drivers of customer loyalty

The service triangle

The supervisor as driver of customer service at the organization

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