

# Quality Customer Service

## Objective

To make long term impact on service standards, this programme addresses specific areas of improvement based on a review of the current level of service standards.

## Format

On-going 6 to 12 months programme

## Contents

- Stage 1: Assessment of current service standards. In-depth study of your company's customer service operations and training methods.
- Stage 2: Training. Based on the results, training will be provided on an on-going basis as part of the Quality Customer Service programme.
- Stage 3: Post-assessment of improved service quality.

