

**TRAINING OF ADMINISTRATIVE STAFF FOR CLIENT SERVICE TECHNIQUES
AND TELEPHONE ETIQUETTE TO IMPROVE SERVICE DELIVERY**

Quotations are invited for the above-mentioned training.

SCOPE OF TRAINING

SAQA accredited Client Service techniques to improve Service Delivery for Administrative Staff and to increase the return on Overstrand Municipality's training investment.

UNIT STANDARD

Yes

NQF LEVEL

NQF LEVEL 4/5

Course content: Customized for local government circumstances under the following Batho-Pele principles.

- Consultation
- Service Standards
- Access
- Courtesy
- Information
- Openness and Transparency
- Redress
- Value for money

Course content to include the following:-

CLIENT SERVICE TECHNIQUES: (LEARNING OUTCOMES)

The learners should be able to demonstrate the ability to:-

- How to speak to customers
- Image, dress and deportment
- Greeting client in a friendly yet professional manner
- Adapting to different situations
- Thinking on your feet
- Keeping calm in the face of stress
- Dealing with angry or difficult people

TELEPHONE ETIQUETTE: (LEARNING OUTCOMES)

The learners should be able to demonstrate the ability to:-

- How to answer the telephone professionally
- Adapting your voice to communicate clearly
- Using a caller's name correctly and appropriately during conversation
- Politely putting someone on hold and transferring calls
- Ending calls courteously, even if the client is chatty
- Carefully directing calls

Number per course: ± 30 learners (15 learners x 2 sessions)

Duration of course: 2 days

Quotation should include traveling and accommodation cost of the presenter (s) excluding the cost of the venue. **Offered price must be per learner, inclusive of VAT.**

WHY

To improve service delivery as set as an Integrated Development Plan (IDP) goal.

To satisfy this specific training need as indicated in the Workplace Skills Plan.

To increase the competency levels of Administrative Staff.

WHEN

Date: Training must start as soon as possible in November 2009.

WHERE

Venue: Civic Centre, Banqueting Hall, Magnolia Avenue, Hermanus, Western Cape

HOW

To present the course by means of own study material

COURSE FEEDBACK REPORT

Evaluation on delegate attendance, participation, attitude and interaction with rest of delegates.

PORTFOLIO OF EVIDENCE

After the successful completion of Portfolio of Evidence learners will receive a certificate of competence against an accredited NQF Level 4/5 unit standard.

REFERENCES

Please name organizations where similar training for the improvement of Client Service Techniques and Telephone Etiquette was presented by you personally.

CERTIFICATION

After completion learners will receive a certificate of attendance.

Reference Manual must be available in English and Afrikaans.

TRAINING PROVIDERS MUST USE THEIR OWN EQUIPMENT AND STATIONARY (COMPUTERS/OVERHEAD PROJECTORS, WHITE BOARD PENS, FLIPCHART STANDS AND FLIPCHART PAPER, ETC.) WHEN PROVIDING TRAINING ON SITE.