

Customer Queries and Complaints (1 Day)

Course Outline

I. Understanding Customer Queries and Complaints and Resolve them According to Company Policy and Procedure

- A. The Steps to Take when Dealing with Customer Queries and Complaints
- B. Resolving Customer Complaints

II. Interact with Internal/External Resources and Authorise Escalated Transactions

- A. Interact with Internal and External Resources
- B. Escalating a Complaint and Obtaining Authorisation

Training Plan

Training Objectives:

1. Familiarise participants with steps to take when dealing with and resolving complaints
2. Applicants are informed of types of customer temperaments
3. Internal and external resources to deals with complaints are discussed
4. Familiarise participants on how to escalate complaints and the importance of obtaining authorisation when doing so

Materials and Resources:

- Case studies
- Role-Playing Scenarios
- Handouts and worksheets

Training Methodology:

- Face-to-Face Class Attendance at ENJO Consultants according to the training schedule.
- Virtual Attendance via MS Teams according to the training schedule.
- Training can also be presented at the company's premises.
- Virtual Attendance via MS Teams specifically tailored for the client's staff.

Assessment and Evaluation:

- Short quizzes or knowledge checks throughout the day.
- Optional Assessments depending on the client's requirements.

This training plan aims to provide a comprehensive understanding of emotional intelligence and its practical application in a corporate setting. Adjustments can be made to tailor the course to the specific needs and goals of the corporate clients.

Certification

- Short Courses are Non-Accredited Training.
- A Certificate of Attendance will be issued after the training.

ENJO Consultants (Pty) Ltd

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ETDP SETA No: ETDP10602 | MICT SETA No: ACC/2015/07/0048 | QCTO QCTOSDP00180907-1302
Services SETA 07-SERVICES/SDP150722-6874 | SABPP: 58116L125EC



Bookings

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