



Customer Care for Delivery Staff

Course Outline



Your business outcomes are our priority. Proving impact in real time.

Aim

This half day workshop has been designed to assist the learners with using their communication skills to enhance customer service, adhere to ethical standards in all dealings with clients, provide adequate responses to a client's query or complaint and to assist clients with constructive advice and information. Short, sharp, and highly effective, it is pitched at the perfect level for delivery personnel.

About this Course...

To assist the learners with using their communication skills to enhance customer service, adhere to ethical standards in all dealings with clients.

Who Should Attend this Course?

This course will benefit staff who interact with customers, particularly Delivery Drivers and Warehouse Staff.

Outcome

At the end of this workshop delegates will have the ability to analyse their behaviour against the criteria for good customer care. Be able to identify the criteria for professional behaviour and make decisions that will enhance the client's experience with the organisation.

SAQA US ID	NQF LEVEL	CREDITS	US TITLE
25217	4	5	Apply the principles of customer care in client interactions

The unit standards above are an indication of the content of the workshop. Our workshop theories are designed to include the outcomes recommended by SAQA US IDs.

Duration: ½-Day

Content

Topic	Details
The important role that customers play	Understanding that they are not an intrusion on your day, but the very reason you are employed
Customer Service from a Client's Perspective	The four traditional dimensions of customer service: time, dependability, convenience, and communications
Punctuality	- The role that times plays: monochronic culture or polychronic culture - Understanding how the fear of time loss influences behaviour
What is courtesy and why is it important?	- Defining courtesy - Different cultures, different manners, or not? This includes the basics of the universal body language
What communication skills are necessary to make for a good client service?	- L A S T: listen, ask, solve, and tell - Four common barriers to listening - Four different types of listening - TRUST: total, remembered, understood, simple, and time bound
The KISS Principle	- Keeping it short and simple – doing it well - Applying this principle to customer care
Overcoming Language Barriers?	Working in a culturally diverse, multilingual South Africa
Familiar with Clients	From language to socialising

Optional Purchases

When ROI and Implementation Matter

At Staff Training, we understand that each individual and/or organisation has unique needs and goals. We have developed a range of valuable, but optional purchases to maximise your training outcomes:

SETA Accredited Training Options

Most of our workshops are aligned with SETA Accredited unit standards, or you can opt for the fully accredited version of your workshop choice. This includes a certificate of competence when successfully completed. All other certificates are certificates of attendance.

The Afterburner

Afterburners are additions to selected workshops. These continued learning courses include a re-cap of material covered during the workshop and continue to expand on both knowledge and skills development for the workplace.

Skills Check

Skills Checks are extremely useful in the measurement of ROI of soft skills training. This tool is structured to help the learner improve on the implementation of new skills through a goal-driven process of accountability and reflection.

LevelUp Coaching

A 2-hour, one-on-one coaching option for those who would like to address and build on the knowledge they gained during training. Converting theory into practice under the tutelage of an experienced coach.

PowerPath Coaching

A powerful investment into your future leaders. One-on-one leadership coaching with the globally acclaimed Enneagram as the self-mastery tool.

Staff Training is an accredited IEQ9 Provider. Our Enneagram offerings include a SETA Accredited version of a leadership development workshop as well as an emotional intelligence and Enneagram combination. You can also explore our specialist hybrid offerings of workshops and coaching below.

[Enneagram Group Coaching Journey](#)

[Enneagram: Insight to Action](#)