

## SHORT COURSE CERTIFICATE IN CUSTOMER SERVICE

### DESCRIPTION

This short course is designed to assist students to understand the basics of service techniques and to improve communication and personal service skills.

### ADMISSION REQUIREMENTS

A knowledge, comprehension and application of the English language at NQF level 4 (Grade 12 or equivalent).

### CERTIFICATION

On successful completion of the programme, the student will receive a *Short Course Certificate in Customer Service* from Milpark Business School. This short course is presented at NQF level 5.

### EXIT LEVEL OUTCOMES

On completion of Milpark Business School's *Short Course Certificate in Customer Service*, the qualifying student should be able to understand the basics of service delivery and its techniques.

### PROGRAMME OUTLINE

- The customer
- Customer service
- The role of the organisation
- Internal customers
- Telephone usage
- Responding to difficult customers
- Managing diversity
- Poor customer service
- Causes of poor service
- Why customers leave
- Service excellence

### ASSESSMENT

Students are required to submit an assignment, which contributes 30% to the final mark. Students will write a final summative assessment at the end of the workshop week, which contributes 70% to the final mark. In order to pass the short course, students need to obtain at least 40% in the final summative assessment and an overall mark of at least 50%.

### DURATION

This is a three-day, full-time short course. It can also be presented on a part-time basis.

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**FURTHER STUDIES**

Students who have completed this short course certificate may articulate onto other short courses. Depending on the student's academic background, other Milpark Business School whole qualifications may also be available to the student.

**ABOUT THE BUSINESS SCHOOL**

Milpark Business School offers a range of higher education qualifications, accredited by the Higher Education Quality Committee (HEQC) of the Council on Higher Education (CHE). Milpark Business School offers both distance-learning and contact-learning, as well as supporting workshops. The qualifications range from a variety of certificate, diploma, undergraduate degrees and the MBA.

**PRICING**

The fees include comprehensive learner guides and all internal assessments. Please contact one of our campuses for more information.

**DISCLAIMER**

The content of this brochure, accurate at time of going to print, is subject to change without notification due to legislation, market requirements or for any other reason. Milpark Business School reserves the right to change the programme content without notice.

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