



COURSE DESCRIPTION

Instructor's Guide	Course Code: CJSC02020
COURSE DESCRIPTION	Duration: 2 Working Days
	Issued: 2020
Course Title : GOING THE EXTRA MILE – CUSTOMER SERVICE	
Course Purpose: In a very competitive environment that we are all operating in today, it is becoming ever so critical to find the “winning formula” to succeed. Many organisation are beginning to realise that one critical factor is the professionalism and the added value that employees bring to their clients/customers that makes the difference. This programme looks at the fundamentals of good customer service in Aviation Industry.	
Target Population: The target population will be existing airport and airline supervisors and managers working with airlines or airports primarily responsible for provision of aviation related services to passengers and others.	
Topics that will be covered: <ul style="list-style-type: none">• Economic Benefits of Customer Service• 4 Service excellence Factors• Service Management• The service Triangle• Customers Moment of Truth• Service Leadership• Core Skills• Communication• Creating the Right Image• The Internal Customer• Role Play	