



## National Training & Productivity Centre

# Develop and Manage Quality Customer Service Practices in Hospitality

### OVERVIEW

This unit describes the performance outcomes, skills and knowledge required to develop, monitor and adjust customer service practices. It requires the ability to consult with colleagues and customers, develop policies and procedures for quality service provision and manage the delivery of customer service. The program is suitable for all tourism, travel, hospitality and event sectors and to any small, medium or large organization.

It applies to anyone who operates independently, have responsibility for others or are responsible for making a range of operational and strategic decisions.

### LEARNING OUTCOMES

At the end of this training, participants will be able to:

- Discuss customer service needs with staff and customers.
- Contribute to change management in workplace customer service.
- Take responsibility for customer service outcomes
- Obtain information on customer needs, expectations and satisfaction levels.
- Review changes in internal and external environments and integrate findings into planning for quality service.

Dates	Venue	Tuition Fees
14 <sup>th</sup> August, 2019	Nasese	\$150.00 per participant
8 <sup>th</sup> August, 2019	Nadi	\$150.00 per participant

## **We conduct IN-HOUSE TRAININGS on request.**

### **Application**

- Complete [NTPC Enrolment Form](#)
- Attach a copy of Birth Certificate
- Attach Purchase Order or Sponsorship letter if sponsored

### **Further Enquiries:**

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*Incomplete forms will not be considered. Seats are only confirmed upon payment of full fees.*

