



HANDLING CUSTOMER COMPLAINTS



Course Information

Course Name	Handling Customer Complaints
Course Designer	World Wide Industrial and Systems Engineers
Course Category	Hazard Communication
Course Duration	10 minutes

Course Overview

This training course will teach you a clear set of guidelines to help you handle challenging customer service situations and even turn them into positive experiences for your customers. Whether your company provides a product or a service, it's likely that at some point you've had to deal with an angry customer. In this course, you'll learn step-by-step instructions on how to effectively handle an upset customer. By the end of the course, you'll have the knowledge and confidence to transform customer complaints into positive interactions. The course qualifies as 1 hour of Professional Development Units for certification with the Project Management Institute.

Handling Customer Complaints

Who should attend?	• Quality Managers • SHEQ Managers • Project Managers • Directors • Management Representatives • Client facing employees
Course Objectives	In this course you will: • Follow a clear set of guidelines to effectively handle customer complaints • Implement techniques to transform angry customers into loyal supporters
Benefits	• Identify how to positively handle queries or complaints from your customers. • Understand how to handle upset customers in a way that leaves our customers thinking great things about you and the company

Course Content

Course Modules	1. Introduction 2. Guideline and techniques of handling customer complaints 3. On the job exercise
Certification	• Certificate of competence • Certificate of attendance
Assessments	• If applicable, an assessment at the end of the course will be required. • A minimum of 60% is to be achieved to attain a Competence Certificate. • If you achieve lower than 60% but get between 40 – 59% a second attempt will become available. • If you get lower than 40% and fail the second attempt, you will need to re-purchase the course. • If applicable, an attendance certificate is awarded to you

About WWiSE

Who are we?

World Wide Industrial & Systems Engineers (WWiSE) is an ISO consultancy, training, business solutions and systems implementation firm based in Southern Africa that provides clients with effective business processes and Safety, Health, Environmental, Risk and Quality (SHERQ) management solutions in preparation for ISO compliance. The solutions we provide and implement allow our clients to compete favourably in modern competitive business environments, locally and internationally. We also strive to be the leading training providers in SHERQ, ISO, Engineering, Finance, Business and Project Management.

What do we do?

Our services are aimed at the improvement of quality, efficiency, knowledge and competitiveness of client companies. The service range includes:

- ISO and SHERQ Systems implementation services whereby we assist client companies in meeting the requirements of ISO 9001, 14001, 22000, 31000, 27001, 20000-1, 50001, 22301 and 45001 standards.
- Integrated Management Systems development whereby we integrate several business systems and environmental, quality management solutions into a single management system to comply with various environmental, quality and safety standards.
- Training of all employees (Shop Floor to Executive Management) in the fields of SHERQ, Engineering, Finance, Business and Project Management to meet the job responsibilities and expertise requirements of the International Standards.
- ISO and Legal auditing which includes gap analysis audits, product, process, procedural, and systems auditing by our registered SAATCA auditors.
- Customised web-based solutions integrating current systems to be in line with ISO requirements

We are a Level 1 BBBEE Contributor that specialises in systems development, consultancy, training and auditing

