



Local Government Training Group

## **CUSTOMER CARE**

This one-day course helps participants to create and maintain excellence in customer service. It is designed for individuals who have contact with customers, either internal to the organisation or external to it.

**TRAINER:** Shauna Kane

### **Course Objectives:**

- To ensure participants recognise their customer service role and responsibilities.
- To appreciate the importance of putting the customer first.
- To anticipate and meet customers' needs and expectations.