



# NATIONAL INSTITUTE FOR PRODUCTIVITY

## EFFECTIVE CUSTOMER CARE COURSE

### Course Objective

To furnish participants with customer handling techniques this will enable them to improve customer's level of satisfaction in their respective organizations.

### Target Participants

Any person who faces or renders services to customers of an organization.

### Key Topics

Understanding your customers; Handling different customers; Managing customer's complaints; Converting complaints into business opportunities; Essential skills for effective customer care; Fostering service excellence; Exceeding customer's expectations.

### Learning Outcome

At the end of this course participants are expected to be able to understand their customers' expectations and handle them in a required manner.

### Training Methodology

A combination of class-room lectures, hands-on-practice sessions, video shows, case studies, work groups assignments and presentations.

### Medium of Instruction

English

### Dates

Group	Start	Finish
One	02 December, 2019	06 December, 2019
Two	01 June, 2020	05 June, 2020

### Venue

Morogoro – Tushikamane Centre

### Duration

1 week

### Fee and Mode of Payment

The fee: Tshs. **875,000/=** must be PAID IN ADVANCE to National Institute for Productivity through CRDB Bank, Account Number 01J1042999200, Tower Branch; otherwise the nominee will not be allowed to join the course.

### Note:

Please take note that hotel accommodation, meals, travel and out of pocket expenses will be borne by the sponsoring organization. The fee covers only tuition, courseware and light refreshments during morning breaks and administrative expenses. Contact NIP office before reporting to the training venue.

### Our Contacts

Nyumba ya Maarifa, Ohio Street  
P. O. Box 2021, Dar es Salaam, Tanzania,  
Tel: (+255) 22 2110523/ 2126832/ 2126981 and (+255) 769 291905  
Fax: (+255) 22 2128619/ 2126081  
Email: [info@niptz.org](mailto:info@niptz.org)  
Web: [www.niptz.org](http://www.niptz.org)

