

# Delivery Teams: Customer Service

Training course offered by VETTA Communication (Pty) Ltd



## OBJECTIVES

Delivery teams play a key role in providing both an internal and external service to the organization's customers and staff. Emphasis is placed on the important requirements of this position coupled with having the right attitude and projecting a positive image. Dealing with customers appropriately, principles of time, problem solving and taking initiative all form part of this very practical training session.

## COURSE CONTENT

### Introducing the role

- Understand the role, function and importance of the job
- Note personal attributes and your importance to the job
- Company representation: personal appearance and hygiene
- Motivation and positive attitude

### Job skills

- Taking ownership and responsibility
- Accuracy of details and instructions
- Efficiency and pro-active problem solving
- Importance and understanding documentation and process
- Dealing with a variety of customers and situations
- Understand the importance of customer service
- Vehicle/motor cycle maintenance
- Road safety and security

### Communication skills

- Body language and verbal content
- Effective listening skills
- Assertiveness communication
- Understanding basic cultural diversity

### Raising the bar

- Energy, motivating and effectiveness
- General life skills

Workshop suitable  
for all drivers,  
delivery teams and  
messenger

## COURSE DETAILS

**Duration:** ½ day

**Date:** 2011

**Time:** 08h30 - 13h00

**Cost:** R825.00 p/person ex 14% VAT

**Included:** Mid morning snack, refreshments, facilitation, training notes, E-certificate and unlimited post training support.

**Venue:**

**This workshop can be presented at your premises**

**Book on line** [www.vetta.co.za](http://www.vetta.co.za) or contact 086 111 VETTA (83882) *Email:* info@vetta.co.za



VETTA Communication (Pty) Ltd.  
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"Passion colours everything it touches"

