



Vital College

62% Black Owned

B-BBEE Level 2

SHORT COURSE IN GENERIC MANAGEMENT:

Monitor the level of service to a range of customers.

OUTCOMES

The qualifying learner is capable of:

- Identifying internal and external customers, where applicable.
- Explaining standards of customer service expected by the organisation.
- Measuring customer satisfaction on an ongoing basis.
- Recommending corrective action.

SAQA US ID

US 242829

UNIT STANDARD TITLE

Monitor the level of service to a range of customers.

NQF

4

CREDITS

5

PURPOSE OF THE UNIT STANDARD

The purpose of this unit standard is to encompass the skills needed to monitor the level of service between an organisation and its customers, both internal and external. This Unit Standard is intended for junior managers of organisations.

COST

This course costs **R1 375.00**

ENROLMENT

To enrol onto this course, you will need to create a student account by clicking on the link below.

<http://www.vitalonline.co.za/moodle/login>

Once you have created an account click on the link below to take you to the payment and enrolment page for this course.

Click here

CONTACT US

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