



منظمة الموفقين والوسطاء والرفاهين الأفارقة
African Ombudsman and Mediators Association
Association des Ombudsmen et Médiateurs Africains
Associação dos Ombudsman e Mediadores



مركز بحوث الرافدين الأفارقة
African Ombudsman Research Centre
Centre de Recherche des Ombudsmen Africains
Centro de Investigação da Provedoria de Justiça Africana

SAVE THE DATE: WEBINAR

“Mastering Customer Service Skills: Consistently Delivering Outstanding Service and Managing Expectations”

Tuesday, January 30, 2024 (10 AM SA) GMT+2

The African Ombudsman Research Centre (AORC) invites you to an enlightening webinar - "Mastering Customer Service Skills: Consistently Delivering Outstanding Service and Managing Expectations."

In today's dynamic business landscape, customer service stands as a crucial pillar for success. Our webinar will explore key aspects of consistently delivering exceptional service, starting with understanding how it aligns with organizational goals and impacts overall operations. We will explore core principles through practical examples and address critical aspect such handling challenging situations with irate customers.

Participant will gain insights into aligning customer service with organizational goals, learn core principles through practical examples, acquire effective techniques for managing complaints and turning negatives into positives

In the African context, we acknowledge varying terminologies used by Ombudsman offices. For the purpose of this webinar, we will refer to complainant as "customers" to maintain consistency.

The Webinar will enhance the customer service skills of Ombudsman institutions in Africa by exploring strategies for consistently delivering outstanding customer service and effectively managing expectations. Practical insights, techniques, and best practices will be shared to improve the quality of interactions and services provided.

You can register in advance and secure your spot using the following link:

https://ukzn.zoom.us/webinar/register/WN_6yud0oeMRISWu2ovEHFlzg

An official invitation, order of proceedings and details of speakers will follow soon.

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