



SAINT LUCIA BUREAU OF STANDARDS  
TRAINING COURSE

**SERVICE DELIVERY FOR CUSTOMER SATISFACTION**

**Introduction**

Customer satisfaction is essential to the success of any organization, and it is the interaction between customers and an organisation that contributes to that satisfaction. The service delivered during this interaction should not only meet but exceed customer expectations in order to ensure repeat business. This interactive training programme is designed to explain and underscore the fundamentals of service delivery to guarantee customer satisfaction.

**Outcomes**

The training aims to ensure:

- customer satisfaction in service delivery
- the continual improvement of service delivery

**Topics**

Areas to be covered include:

- |  |  |
|--|--|
| <input type="checkbox"/> Communication | <input type="checkbox"/> Service environment |
| <input type="checkbox"/> Attitude      | <input type="checkbox"/> Service competence  |
| <input type="checkbox"/> Accessibility | <input type="checkbox"/> Customer feedback   |
| <input type="checkbox"/> Privacy       | <input type="checkbox"/> Redress             |
| <input type="checkbox"/> Agreements    | <input type="checkbox"/> Staff training      |

**Target**

Staff at all levels within an organization

**Format**

Training includes a PowerPoint presentation, discussion, group activities, role play and/or video presentation.

**Duration**

A one (1) day (6 hours) training session that can be condensed into a three (3)-hour session.

**Record of Participation**

Certificates of participation will be issued.

**Number of Persons & Cost of Training**

Minimum and maximum number of persons per session: 10 and 15 respectively

3 - hour session at client site - \$65.00 per person (exclusive of break)

3 - hour session at SLBS - \$80.00 per person (inclusive of break)

6 - hour session at client site - \$75.00 per person (exclusive of break and lunch)

6 - hour session at SLBS - \$110.00 per person (inclusive of break and lunch)