



REQUEST FOR QUOTES (RFQ)

DESCRIPTION OF GOODS/ SERVICE REQUIRED	Teamwork & Motivation, Customer Service Excellence, Contact Centre Skills and Coaching and Mentoring Workshop	
SPECIFICATIONS/ DESCRIPTION: Effective Teamwork & Customer Service Excellence Training		
ITEM/ SERVICE –	QUANTITY	
<p>Teamwork & Motivation, Customer Service Excellence, Contact Centre Skills and Coaching and Mentoring techniques workshop covering the following elements, which must also include practical team activities:</p> <p>Teamwork and motivation (27 Team Members)</p> <ul style="list-style-type: none"> - Improved teamwork - Techniques of teamwork to build a better workplace - Time management techniques - Understanding and managing stress - Development of a team charter - Solving problems as a team - Conducting team meetings - Team cohesion - Collaboration in team work <p>Customer Service Excellence (27 Team members)</p> <ul style="list-style-type: none"> - Implementation of Company values and performance system - Effective communication skills - How to handle difficult customers - Managing diversity - Importance of customer excellence - Critical elements for service delivery in the workplace - New trends in customer service delivery - Key competencies needed by client services teams and officers - Becoming the organisation's service ambassadors - Developing a positive attitude - Identifying and addressing the client's needs - In-person customer service and communication - Understanding when to escalate <p>Contact Centre Skills (27 Team members)</p> <ul style="list-style-type: none"> - Contact Centre role clarification - Dealing with incoming calls as efficiently and politely as possible - Stress the importance of acknowledging callers and keeping them informed at all times - Describe standard telephone etiquette for answering calls, transferring calls and making calls - Understand how to operate the telephone and contact centre equipment - Ask probing questions to find out the purpose of the call and transfer to the correct person or department - Capturing and logging the customer query on the computer information system - Resolving customer queries promptly - Prepare all necessary documentation and equipment prior to making an outgoing call - Speaking eloquently and clearly on the phone - The importance of ATTITUDE in my role - Developing superior Telephone skills - Developing an understanding of Customer requirements by LISTENING - Taking PRIDE in displaying courtesy and civility to others - Clarify what is meant by customer service in a Contact Centre 		
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- Explore who our customers are and what their diverse needs are
- Two-way communication: open ended questions
- Use questioning techniques to identify specific needs of customers
- Explore the values and attitudes necessary for excellence in customer care
- Discuss my role and responsibilities when serving customers
- Dealing with customer queries effectively and efficiently
- How to handle conflict and conflict resolution techniques
- How to handle difficult customers and abusive callers
- Explain the importance of product knowledge in customer care
- Understanding how to deal with Confidential and non-disclosable information

Coaching and Mentoring (27 Team members)

- Clarify what is meant by mentoring and coaching
- Explain the relationship between mentoring and coaching
- Explain the importance of knowledge in mentoring
- Use questioning techniques to identify the needs of the learner
- Explore the values and attitudes necessary for coaching and mentoring
- Discuss the roles and responsibilities when coaching and mentoring
- List the benefits of coaching and mentoring for the organization
- Give honest feedback and encourage learners to develop a self-critical approach
- Explain how to set up, monitor and evaluate a mentorship programme
- Identify obstacles to, and challenges within, coaching and mentorship programmes
- Apply skills and techniques necessary for effective mentoring and coaching
- Develop a plan for individual coaching and mentoring within a team environment
- Prepare strategies around cross-cultural mentoring

GENERAL/ COMMENTS:

- The training must be delivered over two or three days, taking the department's operational requirements into consideration.
- The numbers maybe reduced subject to operation requirements.

Compulsory - Service provider to submit the following:

- Company profile reflecting at least 5 years of experience providing similar workshops/training.
- Reference letters from a minimum of three companies where similar service was delivered.

Budget:		Cost Centre Code:	010100
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