**MAGNA SKILLS DEVELOPMENT INSTITUTE**

Capacity Building • Professional Training • Organisational Development

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Course Profile Document

Workplace Essentials

# Customer Service

Prepared as a professional course profile for delegate review, sponsorship approval and organisational training planning.

| COURSE CODE | DELIVERY | DURATION | PREPARED FOR |
|---|---|---|---|
| **MSD2963** | **Online / Face-to-Face** | **Flexible** | **Organisation Approval** |

Register for this Course

View Online Course Page

## Course Overview

Customer Service

## Course Outcomes

## Course Outline / Curriculum

## Target Audience

## Key Course Benefits

### Work-Ready Skills

Delegates leave with practical tools, templatesand methods they canapply immediately atwork.

### Better Institutional Results

The programme supports stronger planning, reporting, compliance, accountability andservice delivery.

### Sponsor-Friendly

This document isdesigned to helpsupervisors, HR units andsponsors approve delegate participation quickly.

### ProfessionalRecognition

Delegates receivetraining documentationand a certificate ofcompletion aftersuccessful participation.

## Our Training Centres & Delivery Options

Magna Skills offers flexible delivery through face-to-face training centres across Africa and beyond, plus Online / E-Learning for delegates who prefer remote participation.

### Southern Africa

Practical training destinations with strong travel access and delegate support.

Pretoria, South Africa

Vic Falls, Zimbabwe

Livingstone, Zambia

### East Africa

Popular regional centres for government, NGO and donor-funded project teams.

Kigali, Rwanda

Kampala, Uganda

Nairob

Zanzibar, Tanzania

### West Africa & Islands

Strategic locations for regional networking and executive capacity building.

Accra, Ghana

Port Louis, Mauritius

### International Executive Venue

Premium destination training for senior teams and international delegates.

Dubai, United Arab Emirates

### Online / E-Learning

Attend from anywhere through live online, blended or self-paced learning options.

Online, E-Learning

Remote Teams

Flexib

### Organisation-Based Training

Magna Skills can also arrange dedicated in-house training for ministries, NGOs and companies.

Onsite

Custom Dates

Group Training

## Ready to Nominate Delegates?

Use the links below to register, review the live course page or contact Magna Skills for organisation-based training support.

**Register / Apply Online**

**View Full Course Page**

## About Magna Skills

Magna Skills Development Institute provides practical capacity building programmes for government departments, NGOs, public institutions, donor-funded projects and private sector professionals across Africa. Our training approach combines expert facilitation, real workplace case studies, practical tools, post-training support and professional documentation that helps organisations strengthen staff performance and service delivery.

Government Training | NGO Capacity Building | Corporate Workshops | Online Learning | Face-to-Face Training | Certifica

## Approval & Authorisation Form

This section may be completed by the organisation, department, HR office, finance office or sponsor approving delegate participation. It can be attached to an internal memo, procurement request or training approval submission.

| | |
|---|---|
| **Organisation / Department** | |
| **Delegate Name(s)** | |
| **Approved Course** | Customer Service |
| **Preferred Delivery Mode** | ☐ Online ☐ Face-to-Face ☐ Organisation-Based Training |
| **Preferred Training Venue / Date** | |
| **Estimated Number of Delegates** | |
| **Budget / Vote Number** | |
| **Contact Person** | |
| **Email / Mobile** | |

Authorised Name _____ Signature / Stamp _____ Date _____