



*Training Course:
Customer Management (Awareness, Acquisition
& Retention) Master Class*

*20 - 24 October 2025
Kigali (Rwanda)*

Training Course: Customer Management (Awareness, Acquisition & Retention) Master Class

Training Course code: SM234623 From: 20 - 24 October 2025 Venue: Kigali (Rwanda) - Training Course Fees: 5950 € Euro

Introduction

Good customer service can be considered as a big differentiator between firms. While competing products are often similar and can anyway be easily duplicated, good customer service is a holistic system, requiring a sustained organization-wide effort, driven by the top and permeating all aspects of the organization culture. The resulting customer-centric organization becomes a formidable competitor whose model cannot be easily copied. In this course, we look at what it takes to build a customer-centric organization.

Course Objectives of Customer Management

- Develop a holistic customer care approach by taking into consideration seven different aspects of the definition of customer service
- Create objectives and programs to maximize internal customer satisfaction
- Evaluate the design, implementation, and analysis of customer satisfaction surveys
- Use customer complaints as the springboard for service improvement
- Write Service Level Agreements SLAs to ensure clarity and conformance
- Assess the service aspect of the organization or department through well-chosen Key Performance Indicators KPIs

Course Outlines of Customer Management

Day 1: Defining and appreciating the customer

- Definition of customer
- Definition of customer service
- The internal and external customer

Importance of the internal customer

- The need for motivated employees
- The need for qualified employees

- Silo mentality
- Destroying the silos

Day 2: Customer service as a strategic imperative

- From "suspect" to "partner"
- Going up the ladder
- The 'KANO' model
 - "Basic" attributes
 - "Performance" attributes
 - "Delight" attributes
- The customer-centric organization
- Customer service as a strategic imperative
- The 7 practices of a customer-centric organization

Day 3: Customer satisfaction surveys and other vital tools

- Understanding your customers
- Importance of segmentation
- Principles of customer segmentation
- Focus groups
- Customer satisfaction surveys
 - Key terms
 - Major survey methods
 - Questionnaire examples
 - Customer survey guidelines
 - Types of satisfaction surveys
 - Basics of sampling
 - Attributes to measure

- Customer satisfaction index
- 'RATER' in-depth
- Service quality servqual gaps model

Day 4: Customer complaints and service recovery

- Facts and their implications
- Symptom versus cause
- Root cause analysis
- Failures do happen
- The recovery paradox
- The strategic initiative
- Tactical activities
- The "WOW!" factor

Service Level Agreements SLAs

- SLA definition
- Characteristics of effective SLAs
- Key elements of an SLA
- Steps in SLA development
- Quality versus cost
- SLA metrics

Day 5: KPIs for customer service

- Monitoring performance through key performance indicators
- The 4 perspectives of the balanced scorecard
- Impact of the customer perspective
- Characteristics of good KPIs
- Building customer service KPIs

Registration form on the Training Course: Customer Management (Awareness, Acquisition & Retention) Master Class

Training Course code: SM234623 **From:** 20 - 24 October 2025 **Venue:** Kigali (Rwanda) - **Training Course Fees:** 5950 € Euro

Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

Delegate Information

Full Name (Mr / Ms / Dr / Eng):
Position:
Telephone / Mobile:
Personal E-Mail:
Official E-Mail:

Company Information

Company Name:
Address:
City / Country:

Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng):
Position:
Telephone / Mobile:
Personal E-Mail:
Official E-Mail:

Payment Method

- ☐ Please find enclosed a cheque made payable to Global Horizon
- ☐ Please invoice me
- ☐ Please invoice my company

Easy Ways To Register

Telephone:
+201095004484 to
provisionally reserve your
place.

Fax your completed
registration
form to: +20233379764

E-mail to us :
info@gh4t.com
or training@gh4t.com

Complete & return the
booking form with cheque
to: Global Horizon
3 Oudai street, Aldouki,
Giza, Giza Governorate,
Egypt.