



## CIFAL Durban - Customer Service Symposium



: 21 5 2025

📅 :	Workshop
📍 :	Durban, South Africa
📅 :	21 5 2025 to 23 5 2025
📅 :	3 Days
📄 :	Decentralize Cooperation Programme
🌐 :	<a href="https://unitar.org/about/offices-training-centres-around-world/cifal-durban">https://unitar.org/about/offices-training-centres-around-world/cifal-durban</a>
💰 :	US\$0.00
✉ email:	Mpilo.Ngubane@durban.gov.za
🏢 :	CIFAL Durban, , eThekweni Municipality, , SALGA, , COGTA Durban



Customer Service Symposium – addressed front-line service delivery, complaint handling, and enhancing public satisfaction with municipal services.



## Customer Service Symposium

- Define service excellence in a public sector context.
- Apply principles of professionalism and responsiveness.
- Handle public complaints and conflict effectively.
- Foster a culture of accountability and respect toward residents.



## Customer Service Symposium

Content:

- Principles of effective public service and the Batho Pele framework
- Understanding community needs and improving responsiveness
- Designing citizen-centric service systems
- Strategies for managing complaints and difficult customer interactions
- Digital service delivery and the role of technology in customer service
- Measuring service satisfaction and using feedback for improvement
- Case studies of successful customer service innovations in municipalities



The course is offered in Synchronous learning:

- Presentations and Interactive lectures online and face-to-face.
- . Participate in real-time, interactive training sessions led by subject matter experts.



Municipal Officials, Provincial and National Government officials, Private Sector, Local Business, Local authorities