



## **SERVICE DELIVERY AND STAKEHOLDER ENGAGEMENT**

The quality of Service delivered by an Organization goes a long way in shaping its reputation and establishing a good will thereby causing a repeat of dealings from clients and partners. It includes timely response to enquiries and queries, customer relation, relationship with sister agencies and a host of others. In addition, stakeholders are not limited to Partners and Shareholders but include everyone affected and tied to the Organisation. Relationship with Clients and even co-workers are important in shaping what the Organization is known for.

You will be taught:

- Customer Relationship Management (CRM)
- Public Sector Service delivery and Communication
- Prompt response to queries and enquiries
- Monitoring and tracking of news, posts and mentions about your Organization from social media platforms