

# BINDURA UNIVERSITY OF SCIENCE EDUCATION



## FACULTY OF COMMERCE

### DEPARTMENT OF MARKETING

The Department of **MARKETING** is offering a **CUSTOMER CARE SHORT COURSE**

### Who is Eligible for this Course?

- **BUSE Students and Staff**
- **Retailers and Wholesalers**
- **Service organisations like hotels, banks, lodges and fast food restaurants**
- **Civil Service**
- **Manufacturing firms**

<b>Course Duration</b>	:	One (1) Day
<b>Course Dates</b>	:	From 10 June 2022
<b>Venue</b>	:	Virtual
<b>Course Fees</b>	:	(Non- BUSE Members) USD\$35 (BUSE Students & Staff) USD\$20 (Corporate training for 10 members and above) USD\$350

#### Modules on Offer:

- Customer Handling
- Reception
- Communication skills
- Telephone customer service
- Conflict resolution
- Customer retention and customer satisfaction

**A Certificate of Competence shall be awarded upon Completion**

**For further details contact:-**

**Dr Karedza**  
0777073925  
[gkaredza@buse.ac.zw](mailto:gkaredza@buse.ac.zw)

**Mr Chirimubwe**  
0773 741 495 or 0712597401  
[rgchirimubwe@buse.ac.zw](mailto:rgchirimubwe@buse.ac.zw)

***N.B: No Meals & No Accommodation***