



Business Skills | Computer Skills | Coaching and Mentoring | Skills Development | Learnerships | Bursaries | E-Learning | Virtual Training

Tips Covered In The Newsletter

Business/Soft Skills	Microsoft Office
Quality Customer Service Tip	Microsoft PowerPoint Tip
Time Management Tip	Microsoft Word Tip

Quality Customer Service Tip

Delivering Quality Customer Service

Training Tip (#BCS001)

- First and last impressions matter.
- Good customer service pays big dividends.
- Treat all clients as VIP.
- Respond as quickly as possible.

Delivering Quality Customer Service: 1 Day Course

Quality customer service is important in retaining existing clients and helping attract new clients. How one handles face to face clients or deals with clients over the telephone/social media is so important.

Every client, whether internal or external, is key to the success of your business.

Every interaction with a client can have a positive or negative impact on your business.

Quality customer service is the best way to keep customers coming back, thus ensuring long-term success.

Quality Customer Service - Course Outline

Time Management Tip

Time Management

Training Tip (#BTM001)

- Track your time.
- Stay organised.
- Set goals.
- Create a time audit.

Time Management: 1 Day Course

In your professional life, **Time Management** can benefit you in the following ways:

- Deliver work on time.
- Provide a better quality of work.
- More productivity and efficiency.
- Much less procrastination.
- Less stress and anxiety.
- Improved quality of life.
- More opportunities and career growth.
- More time for leisure and recreation.

Time Management - Course Outline

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Microsoft PowerPoint Tip

PowerPoint Training: Editing Text

Facilitator: NextGen Trainer

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PowerPoint is a slideshow presentation program that is part of the Microsoft office suite of tools. It allows you to create and show slides to support a presentation.

You can combine text, graphics and multi-media content to create professional presentations.

PowerPoint makes it easy to:

- Create.
- Collaborate.
- And present your ideas in dynamic, visually compelling ways.

Microsoft PowerPoint (Beginner) - Course Outline

Microsoft Word Tip

Word Training Tip: Document Editing

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Microsoft Word is a sophisticated word processing application program specially designed for performing various word processing tasks, such as typing, editing and printing out of textual information.

You can change the font, color, size and other style settings for text using **Microsoft Word's** built-in options.

Microsoft Word also offers facilities for basic graphic design, statistical report of a document, spelling and grammar checking tasks, etc.

Microsoft Word (Beginner) - Course Outline

Training Tips Covered Next

Covered in our next training tip newsletter will be the following:

Business/Soft Skills - Typing Skills Tip - Effective Selling Tip	End User Computer - Microsoft Word (Intermediate) Tip - Microsoft Excel (VBA) Tip
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We are **#StrongerTogether** when we **#StayAtHome**.

#StaySafe #StayHome #FlattenTheCurve