



REQUEST FOR QUOTATIONS

M23 – 2020/21

QUOTATION NUMBER	ENQUIRIES	QUANTITY	DESCRIPTION
M023 – 2020/21	Mrs NB Mathe 035-4502082	SPEC.	CUSTOMER CARE & MINUTES TAKING TRAINING

1. Bids are hereby invited for provision of the above goods and services
2. Relevant specifications with Declaration/ MBD forms are obtained from the Municipal SCM office in Mthonjaneni Municipality and official website being www.mthonjaneni.org.za.
3. Enquiries relating to Quotation Documents must be directed to the SCM Manager, Mr BD Mlondo on 076 434 8952 / 035-4502082 Ext. 253
4. Only bidders registered with Central Suppliers Database (CSD) and Mthonjaneni Municipality's database will be considered
5. Completed quotations with the relevant attachments in a sealed envelope and endorsed with the bid number must be deposited in the **quotations box in SCM office** on or before **11H00 on Thursday, 03 June 2021**.
6. No Telephonic, facsimile, electronic and late quotations will be accepted. Mthonjaneni Municipality will not accept any responsibility for the delivering of a quote by a courier services or any other means that are described on or before the closing date and time of request to quote.

Council reserves the right not to accept the lowest or any tender.

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PP Sibiyi - Municipal Manager



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MELMOTH
3835

☎ (035) 450 2082
Fax: (035) 450 2056

**RFQ NUMBER: M023 – 2020/21, CUSTOMER CARE AND MINUTE TAKING TRAINING
27 MAY 2021**

Quotes are hereby requested for the customer care and minutes taking training as per the specification below:

1. Training content

- What great internal customer service looks like
 - What great external customer service looks like
 - Why winning organisations don't leave internal service delivery to chance
 - The transformational roles and responsibilities of senior management
 - Understanding the inverted pyramid of internal customer service
 - Identifying the internal customer value proposition
 - Tracking internal service delivery to external service reality
 - The GAPS model of service quality
 - Factors that influence customers' expectations
 - The five dimensions of service quality perceptions: reliability, responsiveness, assurance, empathy and tangibles
 - Service encounters as the building blocks of customers' service perceptions
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- **Preparing for a meeting.** Physical arrangements and attendees required for a meeting. The purpose of an agenda, the expected outcomes of the meeting, the process of placing items on the agenda and the roles of participants are explained in terms of Standard Operating Procedures. The purpose of recording a meeting. Key Documents required. Minutes of the previous meeting.
 - **Conducting a meeting.** A meeting is conducted according to a preplanned agenda. Opportunities are created to allow effective participation. Discussions are summarised and recorded to indicate proposed action.
 - **Demonstrating techniques to deal with differing views.** Identify techniques to overcome potential lack of progress due to differing opinions.
 - **Distributing records for a meeting.** Records are compiled in such a way to enable the decisions of a meeting to be implemented. Records are checked to ensure that they are an accurate. The meeting is reviewed and suggestions for improvement are made to enhance the effectiveness of future meetings.
 - Learners are able to collect, organise and evaluate information when preparing for a meeting.
 - The learner is able to collect, organise and critically evaluate information by ensuring that the required documentation is collated for a meeting.
 - Learners are able to communicate effectively and responsibly while conducting a meeting.
 - Learners are able to demonstrate an understanding of the world as a set of related systems recognising how to deal with differing viewpoints while conducting a meeting.

2. Number of people to be trained

- 10

3. Location

Training to be held on site, i.e. Municipal premises

4. Accreditation

LG Seta accreditation



PP Sibiya
Municipal Manager

