



## Training Course Information Form

### Course Information

**Course Name:** Excellence in Service Performance

**Institute/Centre:** Port Training Institute **Course Code:** M65

**Type:**  Program  Course  Workshop

**Course Duration:**  5 Days  3 Days  1 Days  Other

**Course Conducted:**  Local  International **Indicate:** A.R.E

**Course Venue:** Anywhere

**Course Language:**  English  Arabic  Both  Other

### Course Description

#### Course Outlines:

1. Quality concept and total quality management and its components / excellence management.
2. Service concept, quality and determinants.
3. Service quality standards.
4. Customer orientation, satisfaction and role / customer relationship management and objectives.
5. The art of dealing with service seekers.

#### Course Objectives:

- Develop knowledge and skills for service providers and provide them with scientific and practical foundations to enable them to develop service performance and achieve customer satisfaction.

**Course Includes:**  Theoretical  Fire Training Module  Laboratory  
 Workshop  Site Visit

**Course Prerequisites:** Not Required

**Who Should Attend:** All private departments that deal with the public and specialists develop performance for the services provided

**No. of Participants/Course:**  5-10  10-15  15-20  Other

#### Qualifications of Participants:

- At least Average

**No. of Lecturer:**  1  2  5

**No. of Assistance:**  1  2  3

### *Course Facilities*

White Board     V. Projector     Data Show     PC     Manual  
 Books     Handouts     Flip Charts     S/W     Other

### *Course Evaluation*

Written Examination     Written Report(s)     Oral Presentation     Attendance  
 Delegates Participation

#### **Certificate Issue:**

Local Premises     AASTMT     International

### *Course Registration*

Admission and Registration

Department at the Port

#### **Registration:**

Training Institute

Online

Other

Beside Gate No. 27 - Outside

Customs Area, Alexandria Port

#### **Documents Required:**

Registration Form

ID/Passport Copy

Photo