



## Training Course Information Form

### Course Information

<b>Course Name:</b>	<b>Develop the Performance for the Services Provided</b>			
<b>Institute/Centre:</b>	Port Training Institute	<b>Course Code:</b>	M40	
<b>Type:</b>	<input checked="" type="checkbox"/> Program	<input type="checkbox"/> Course	<input type="checkbox"/> Workshop	
<b>Course Duration:</b>	<input checked="" type="checkbox"/> 5 Days	<input type="checkbox"/> 3 Days	<input type="checkbox"/> 1 Days	<input type="checkbox"/> Other
<b>Course Conducted:</b>	<input checked="" type="checkbox"/> Local	<input type="checkbox"/> International	Indicate: A.R.E	
<b>Course Venue:</b>	Anywhere			
<b>Course Language:</b>	<input type="checkbox"/> English	<input type="checkbox"/> Arabic	<input checked="" type="checkbox"/> Both	<input type="checkbox"/> Other

### Course Description

#### Course Outlines:

1. Global and local variables and their impact on performance in Egypt.
2. The basic concepts of service and performance requirements the concept of service, marketing and development of their relationship.
3. Creative thinking in diagnosing and solving problems related to development.
4. Foundations of performance units and standards of quality assessment.
5. Different types of customers and how to deal with them.

#### Course Objectives:

- Knowledge and skills development for workers in the delivery of services and provide them with practical and scientific foundations so that they can develop the service performance and achieve customer satisfaction.

<b>Course Includes:</b>	<input checked="" type="checkbox"/> Theoretical	<input type="checkbox"/> Fire Training Module	<input type="checkbox"/> Laboratory
	<input type="checkbox"/> Workshop	<input type="checkbox"/> Site Visit	

**Course Prerequisites:** None

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

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

#### Qualifications of Participants:

- High Qualification

**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