



At Thorburn we think outside the box



## Thorburn upgrade Security Receptionists skills

In an ongoing endeavour to stay current with the latest training techniques and trends to ensure that our personnel remain more than adequately skilled, a group of Thorburn ladies performing receptionist functions attended a one-day customer service orientated training session presented by external specialist company, *Twasa*.

The course covered, inter alia, the concept of customer service, interacting and engaging with a customer, verbal and non-verbal communication skills, and responding to customer needs. Whilst we ensure that we have the staff with the skills, we constantly need to refresh and to upgrade their skills.



A fresh approach, with new ideas from external training and functional specialists, is always a good idea. We find that sometimes internal trainers can reiterate the same thing over and over again but when an external trainer says the same thing, it has more impact.

Our staff and our client at SASOL especially, will definitely reap the benefits of this upskilling initiative.

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