

**CAPE TOWN CITY COUNCIL
Revenue Directorate**

WORKSHOP SEMINAR 2

Management Development Programme

on

ENHANCING SERVICE DELIVERY

BATHO PELE (PEOPLE FIRST)

Presented by:

Dr HH Ballard

Faculty of Business, Department of Public Management

Cape Peninsula University of Technology

Date: 12 October 2007

Time: 08:30 – 15:30

Venue: Kraaifontein Town Hall

PROGRAMME



CITY OF CAPE TOWN | ISIXEKO SASEKAPA | STAD KAAPSTAD

THIS CITY WORKS FOR YOU

- 09:00** **Welcome & Introduction**
- 09:15** **Ice-breaker – Video**
- 09:45** **Introductory Lecture**
- 10:00** **Group Activity**
- (Identify internal and external customers/clients and rate the relationship poor, fair or good)**
- 10:20** **Feedback**
- 10:30** **Measuring Customer Satisfaction**
- Interviews
 - Focus groups
 - Survey
- 11:00** **Tea/Coffee**
- 11:30** **Group Activity**
- (Propose questions to measure customer satisfaction)**
- 12:00** **Role-play**
- (Interview with clients)**



