

RFB 052/05 FOR THE PROVISION OF INDUSTRIAL THEATRE: ENTRENCHING AND ENHANCING A CUSTOMER CENTRIC CULTURE WITH ALL CUSTOMER FACING STAFF IN TELKOM

Closing Date & Time: 2005/09/09 @ 11:00
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Cost of document: R200.00

SCOPE:

a. An Industrial Theatre program will be aimed at creating awareness, understanding, ownership, integration and enhancement of service to customer facing staff to ensure sustainable behaviour change.

b. The following outcomes will be required from the theatre intervention:

- Demonstrate the value and benefits of providing top quality internal and external customer centric service to the organisation and individual performer.
- Demonstrate the value and benefits of listening effectively to the customer.
- Create an environment where positive and negative customer service is experienced and observed.
- Observe and practice positive customer service techniques through interactive participation.
- Learning should be extracted from the theatre on a group and individual level.

CRITICAL CRITERIA

The following critical criteria must be met to enable the potential bidder to advance to the second phase of evaluation:

- The Bidder must be able to deliver the service countrywide. The Bidder must provide a high level implementation plan which includes the region, from and to dates, number of weeks and number of events per week.
- Telkom requires a bidder with a minimum of 50% Black (African, Coloured and Indian) equity ownership of which 30% should be female. The Bidder must complete the BEE questionnaire, with an auditor's report confirming the accuracy of the BEE information and share certificates.
- The Bidder must have at least 4 (four) years experience in delivering an industrial theatre service to major corporations. The Bidder must provide in a tabulated format, reference information which includes the name of the company/corporation, contact person, contact number, date/s delivered and the target audience.