

**RFQ 059/05 FOR THE PROVISION OF TRAINING FOR TELEMARKETING AND CALL CENTRE AGENTS**

---

**Closing Date & Time:** 2005/09/20 @ 11:00  
**Contact Person:** Shamila Khan  
**Tel.:** (012) 311-5468  
**Fax:** (012) 311-2227  
**E-mail:** [khans@telkom.co.za](mailto:khans@telkom.co.za)  
**Cost of document:** No Charge

**SCOPE:**

a. Training is required that will equip the agents with the knowledge and skills to support revenue generation via improved telemarketing skills, improving customer satisfaction by proactively addressing customer needs and to improve sales in the Consumer Market Call Centres.