



THE
LEARNING
DEVELOPMENT
GROUP

Introduction

The accredited Skills Programme, Customer Service Programme, at an NQF level 4, is an occupation-based course for individuals providing customer service in the hospitality, tourism, travel and conservation sectors.

There is a strong focus on being professional and delivering excellent customer service as well as the importance of knowledge of tourist attractions in South Africa and local regions. It covers Introducing customers and visitors to South Africa as a destination, providing customer care and accurate information across services and accommodating diversity and special needs in the sector.

Target Audience

The skills programme is aimed at individuals working in the hospitality, tourism, travel, guiding, conservation, sport and recreation and public service sector.

It is suitable for those in the services industry offering customer, guest and visitor care.

Entry Requirements

- Competence in Communication at NQF level 3.
- Competence in Mathematical Literacy at NQF level 3.
- Competence in Computer Literacy at NQF level 3.

Additional Requirements

- Access to work in the service industry.
- Access to a range of service industry customers and local and foreign visitors.
- Access to a workplace mentor.
- Access to a PC, software and the internet.

Hospitality & Tourism

Customer Service Programme

CATHSSETA Statement of Results

SP ID: CUST/ServProgr/4/0095

NQF Level: 4

Credits: 24

Course Delivery & Assessment

We use a blend of inclass and virtual interactive learning, workplace learning, coaching and mentoring, theoretical assessment, practical workplace observation and self-study to embed skills.

You will need to:

- Attend all sessions.
- Complete practical workplace experiential learning and assignments.
- Demonstrate theoretical and practical understanding of programme content.
- Compile and submit a Portfolio of Evidence (PoE).

To receive your Statement Of Results, Customer Service Programme, NQF level 4, you will need to compile, submit and be found competent on a Portfolio of Evidence (PoE).

Learning Outcomes

By the end of the skills programme, you will be able to:

- Introduce South Africa to customers.
- Share information about South Africa and a local region and make recommendations for visiting tourist attractions.
- Understand and provide customer care.
- Provide excellent customer service across service industries in a professional manner and according to set standards, to meet and exceed customer expectations.
- Relate diversity to Customer Service.
- Analyse, accommodate and plan for customer diversity and special needs in the service environment.
- Provide guests with accurate information regarding services and book according to organisational requirements.





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Course Content

SP: Customer Service Programme
Accreditation Body: CATHSSETA

| SETA Skills Programme : CUST/ServProgr/4/0095
| NQF Level: 4 | Credits: 24

Unit Standard 8480

- Introduce South Africa to Tourists

Unit Standard 7789

- Provide Customer Care

Unit Standard 7710

- Deal with the Arrival of Customers

Unit Standard 7703

- Provide Customer Information and Book External Services

Unit Standard 260178

- Relate Diversity to Customer Service

Our Accredited Organisations



FACULTY
TRAINING
INSTITUTE



Siyangoba



Siyaya®
SKILLS INSTITUTE



PROSERV
SOUTH AFRICA



MBAT
DEVELOP - EMPOWER - GROW

