



THE
LEARNING
DEVELOPMENT
GROUP

Introduction

This accredited short programme is Unit Standard aligned and aimed at individuals who work in cleaning and hygiene services.

The practical programme focuses on providing good customer service while performing cleaning duties and interacting with internal and external customers in different types of organisation.

It covers the concept of customers paying for cleaning services related to basic cleaning and business principles, the importance of providing good service, different customer cleaning requirements and accommodating them, cleaning according to workplace procedures, being courteous to customers and handling customers property with care and respect.

Target Audience

This short programme is aimed at those working in the hygiene and cleaning industry as cleaners, supervisors, relief staff or individuals in their own cleaning business.

Entry Requirements

- Competence in Communication (English) at ABET Level 3.

Additional Requirements

- You will need access to appropriate workplace activities.
- Access to a PC, software and the internet for online course delivery where applicable.

Health, Safety & Hygiene

Customer Service in the Cleaning Industry

SERVICES SETA Statement of Results

US ID:	243195
NQF Level:	1
Credits:	4

Course Delivery & Assessment

We use in-classroom, virtual classroom and blended interactive, facilitated training, group discussions and practical exercises to embed skills.

You will need to:

- Attend all scheduled sessions.
- Demonstrate theoretical and practical understanding of course content.
- Complete and present practical assignments.
- Participate in group activities and discussions.
- Compile and submit a Portfolio of Evidence (PoE).

To receive your Statement of Results, Provide Good Customer Service in a Cleaning Services Environment, you will need to compile, submit and be found competent on a Portfolio of Evidence (PoE).

Learning Outcomes

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

- Identify customers in a cleaning services environment.
- Describe internal and external customers.
- Understand the concept of paying customers with regards to cleaning and business principles.
- Explain the concept of good service and the importance of it.
- Demonstrate an awareness of customer requirements in a cleaning services environment.
- Meet the requirements of customers in a cleaning services environment.
- Explain the importance of performing cleaning work correctly.
- Treat customers with courtesy and respect their property.





Course Content

Provide Good Customer Service in a Cleaning Services Environment

Accreditation Body: **SERVICES SETA**

| SAQA ID: 243195 | Learning Programme ID: NA
| NQF Level: 1 | Credits : 4

Module 1: Identify Customers In A Cleaning Services Environment

- Describe external customers in terms of cleaning service provided within scope of work
- Explain the concept of customers paying for cleaning services in terms of basic cleaning and business principles
- Explain the importance of external customers, giving two reasons for their importance in terms of basic cleaning and business principles
- Describe internal customers in terms of organisation structure and cleaning services provided to external customers
- Explain the concept of providing good service to external and internal customers in a cleaning services environment and the importance of doing so in terms of application of basic cleaning and business principles

Module 2: Demonstrate An Awareness Of Customer Requirements In A Cleaning Services Environment

- List customer requirements in terms of scope of work, cleaning specifications and worksite procedure
- Identify a customer's reasons for cleaning in terms of scope of work, cleaning specifications, worksite procedures and basic cleaning principles
- Explain the importance of understanding a customer's requirements correctly and give two reasons in terms of basic cleaning principles and providing customer service

Module 3: Meet The Requirements Of Customers In A Cleaning Services Environment.

- Complete cleaning tasks and other duties according to worksite procedures and explain the importance of doing so in terms of basic cleaning principles and providing customer service
- Explain the importance of doing work correctly first time, every time, in terms of basic cleaning principles and providing customer service
- Explain the importance of treating customers with courtesy and give three examples in terms of basic cleaning principles and providing customer service
- Handle customer property with care and respect and explain the importance of doing so in terms of cleaning specifications and providing customer service
- Describe the reasons for providing good customer service and give three examples in terms of an organisation's relationship with customers and basic business principles
- Respond appropriately when a customer is not satisfied with work done and give two examples in terms of basic cleaning principles and providing customer service.



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