



ServiceGurus
YOUR PARTNER IN PERFORMANCE

SKILLS AND TRAINING PORTFOLIO **2026**

Stronger Skills. **Better** Outcomes.

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About ServiceGurus

Your Organisational Performance Partner

We are your organisational performance partner focused on people, processes, platforms, and behavioural change. We believe business success always starts with people - **your customers remember how your people make them feel.**

From support teams to corporate service departments, ServiceGurus helps organisations improve processes, internal communication, problem-solving, and service delivery. We bridge the gap between your current challenges and your business goals through bespoke or accredited training and consulting services that deliver real impact.

Our Specialised Solutions

SG Training

Classroom Training

Expert-led practical training designed for immediate workplace application.

SG Digital

eLearning

Mobile-first digital learning systems and high-quality content digitisation.

SG Insights

Psychometrics

Utilising behavioural insights to transform team communication and performance.

SG Consulting

Compliance

Professional SOP development and rigorous compliance auditing.

Our Values

Practicality

We deliver training that can be applied the very next day.

Integrity

We reinforce reliability and transparency in every project.

Impact

We deliver outcomes that matter to your bottom line.

Innovation

We embrace digital learning systems to make excellence scalable.

Our Approach

Our approach is built on four critical pillars: People (driving behaviour change and building sustainable capability), Process (implementing SOPs for consistency and total compliance), Platform (leveraging digital systems to scale learning and engagement), and Performance (transforming businesses through engaging, mentoring, and coaching teams).

When you outsource learning and development to us, you gain a partner dedicated to your success. Our holistic approach combines industry insights with a passion for education. We are accredited by Services SETA and CATHSSETA, and are in the process of applying for QCTO accreditation to ensure our programmes remain forward-thinking and industry-relevant.

Why Partner with ServiceGurus?

- Maximise Your BBBEE/SDL Spend — our training helps you optimise your skills development budget.
- Customised Solutions — we tailor our training to fit your organisation's unique needs, journeying with you to fully understand your business.
- Inclusive & Accessible — our learning solutions are designed to be engaging for everyone.
- We Manage Your Training — from start to finish, we ensure your learning processes run smoothly.
- Adult Learning Experts — we empower your teams to take ownership of their development.
- Coaching & Business Development — we go beyond training to support ongoing professional growth.
- Change Management Through L&D — we integrate change management and learning to equip teams for successful transformation.

- Global Best Practices — we apply global trends and innovation to keep your organisation competitive.
- Insights Discovery Partnership — accredited Insights Discovery Partners delivering solutions that transform team dynamics and individual performance.
- Proudly partnering with: Cape Town Tourism, FEDHASA, Services SETA, CATHSSETA, and Insights Discovery.

Contact Us for all your service training needs

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Location: Cape Town, South Africa | Services available nationally and internationally

“Performance isn't a destination you reach; it's a standard you maintain through the constant alignment of People, Process, and Platform.”

PART A — Skills & Training Programmes

Customised | Non-Accredited | Highly Interactive | Tailored to Your Organisation

1. Customer Experience Excellence

2 Days | In-Person

Objective

To embed a customer-driven culture by developing service behaviours, emotional intelligence, communication skills, and accountability in customer-facing teams.

Outcomes – Participants will be able to:

- Clearly define who the customer is (internal and external) and understand their expectations
- Take ownership and accountability for customer satisfaction and team development
- Identify key moments in the customer journey and improve critical touchpoints
- Demonstrate empathy and emotional intelligence in Hospitality
- Communicate confidently, clearly and professionally
- Apply active listening and effective questioning techniques
- Deliver consistent service aligned to brand standards
- Manage complaints using structured service recovery techniques
- Contribute to a positive, aligned and service-focused team culture
- Apply storytelling in sales contexts

Business Impact

- Improved customer satisfaction and retention
- Stronger service consistency across departments
- Increased professionalism in customer-facing roles
- Reduced complaints and improved recovery outcomes
- Enhanced brand perception and competitive advantage

2. Leadership Programme – Junior Managers

2–3 Days | In-Person

Objective

To develop confident, accountable leaders who can effectively manage people, performance, and change in dynamic environments.

Outcomes

- Differentiate between management and leadership
- Lead with ownership, responsibility, and accountability
- Adapt leadership styles to different personalities
- Build trust and team alignment
- Manage performance and provide constructive feedback
- Navigate change and uncertainty confidently
- Strengthen self-leadership and emotional intelligence

Business Impact

Stronger leadership bench strength, improved team performance, and increased accountability across departments.

3. Leadership Programme – Senior Managers

3–4 Days | In-Person

Objective

To strengthen strategic leadership capability, enterprise accountability, and cultural influence across the organisation — enabling senior leaders to drive performance, alignment, and sustainable growth.

Outcomes

- Lead beyond function — thinking enterprise-wide rather than departmentally

- Translate strategy into operational clarity and measurable execution
- Shape culture intentionally through leadership behaviour
- Drive accountability at senior level without micromanagement
- Build high-performing executive alignment
- Lead transformation and complexity with confidence
- Develop future leaders and succession pipelines
- Strengthen emotional intelligence at executive level
- Make high-quality decisions under pressure and ambiguity

Business Impact

- Improved strategic execution
- Greater cross-functional collaboration
- Reduced silo mentality
- Stronger leadership pipeline
- Higher performance accountability at senior level
- Clearer organisational direction and alignment

4. Enabling Conversations – Communication & Conflict Management

2 Days | In-Person

Objective

To equip managers with practical frameworks to conduct effective, constructive, and solution-focused workplace conversations.

Outcomes

- Apply the Eight Coaching Insights framework
- Conduct structured performance conversations
- Manage conflict constructively
- Deliver feedback with confidence
- Improve listening and questioning skills
- Strengthen collaboration and negotiation skills

Business Impact

Reduced workplace conflict, improved communication flow, and stronger leadership credibility.

5. Health & Wellness @ Work

1 Day | In-Person

Objective

To promote emotional intelligence, resilience, and well-being in the workplace.

Outcomes

- Recognise stress triggers and manage personal stress
- Apply emotional intelligence in daily interactions
- Engage in difficult conversations constructively
- Contribute to a healthier workplace environment
- Strengthen resilience and self-awareness

Business Impact

Improved employee engagement, reduced burnout risk, and enhanced team morale.

6. Lean Management

2 Days | In-Person | Suitable for all team members

Objective

To introduce Lean principles that improve efficiency, eliminate waste, and enhance value delivery.

Outcomes

- Understand core Lean concepts and tools

- Identify waste and inefficiencies
- Implement continuous improvement practices
- Apply Lean metrics and process mapping
- Increase operational value for customers

Business Impact

Improved operational efficiency, reduced costs, and stronger process performance.

7. Team Dynamics

2 Days | In-Person | Suitable for all team members

Objective

To build trust, alignment, and collaboration within teams.

Outcomes

- Improve team communication
- Build trust and accountability
- Strengthen collaboration
- Align around shared goals
- Understand the barriers to accountability in teams
- Find opportunities to build vs. break down communication
- Handle conflict in teams

Business Impact

Higher-performing, cohesive teams.

8. Diversity in the Workplace

1 Day | In-Person

Objective

To foster an inclusive, respectful, and culturally intelligent workplace environment.

Outcomes

- Understand diversity, inclusion, and cultural awareness
- Recognise personal values and unconscious biases
- Adapt communication across cultures
- Manage cross-cultural conflict constructively
- Promote respect and inclusivity within teams

Business Impact

Improved collaboration, reduced misunderstandings, and a more inclusive workplace culture.

9. Storytelling & Building Confidence with Powerful Presence

2 Days | In-Person | Suitable for all team members

Objective

To equip participants with the skills, structure, and confidence to communicate compelling stories that strengthen brand identity, engage audiences emotionally, and deliver messages with clarity and presence.

Outcomes

- Recognise and articulate their personal story with clarity and authenticity
- Navigate what to share internally and externally — brand storytelling
- Structure and deliver engaging presentations with confidence
- Apply empathy to connect meaningfully with diverse audiences
- Integrate emotion and logic to strengthen persuasion
- Adapt storytelling approaches based on audience profile and context
- Use storytelling tools (character, language, voice, tone, perspective) effectively
- Communicate cultural narratives with respect and authenticity
- Strengthen stage presence and public speaking confidence

- Build confidence with product and organisational knowledge to enhance credibility

Business Impact

- Stronger brand positioning through authentic storytelling
- Increased guest engagement and emotional connection
- More confident and persuasive presenters and brand ambassadors
- Improved customer experience through meaningful communication
- Enhanced reputation through culturally intelligent messaging

10. Food & Beverage Knowledge and Service Flow

2 Days | In-Person + On-the-Job Training

Objective

To equip F&B teams with product knowledge and service flow competencies that drive exceptional guest experiences.

Outcomes

- Demonstrate strong product knowledge
- Recommend food and beverage confidently
- Deliver seamless service flow
- Align service with guest expectations
- Improve upselling and guest engagement
- Identify and correct service inefficiencies
- Apply health and safety standards
- Execute Mis en Place correctly

Business Impact

Increased guest satisfaction, higher average spend, and improved service efficiency.

11. Communication & People Skills

2 Days | In-Person

Objective

To strengthen workplace communication skills to improve influence, clarity, and professional presence.

Outcomes

- Apply communication fundamentals effectively
- Create strong first impressions
- Adapt communication styles to different audiences
- Build positive workplace relationships
- Communicate persuasively and professionally

Business Impact

Improved teamwork, stronger client relationships, and enhanced professional image.

12. Telephone Skills

1 Day | In-Person

Objective

To enhance professional telephone communication and customer interaction.

Outcomes

- Improve tone and clarity on calls
- Handle calls professionally
- Manage difficult callers
- Create strong first impressions over the phone

Business Impact

Improved customer experience and brand representation.

13. Time Management

2 Days | In-Person

Objective

To improve productivity through prioritisation and structured planning.

Outcomes

- Manage yourself to manage time
- Identify personal time-wasters and productivity blockers
- Differentiate between urgent vs. important tasks using structured prioritisation
- Plan and organise daily and weekly workloads effectively
- Set realistic goals and deadlines aligned to operational objectives
- Apply practical tools for scheduling, task batching, and workload tracking
- Delegate appropriately to optimise team productivity
- Prioritise effectively and reduce time wastage

Business Impact

Increased efficiency and reduced operational stress.

14. Negotiation & Persuasion

1 Day | In-Person

Objective

To strengthen negotiation techniques and persuasive communication skills.

Outcomes

- Apply negotiation frameworks
- Influence ethically
- Build win-win outcomes
- Strengthen confidence in negotiations

Business Impact

Improved deal outcomes and stakeholder relationships.

15. Housekeeping Excellence

2 Days | In-Person + On-the-Job Training

Objective

To elevate housekeeping standards through skills development, service excellence, and structured operational processes.

Outcomes

- Deliver professional housekeeping aligned to brand standards
- Apply hygiene, grooming, and self-care best practices
- Create a 'home away from home' guest experience
- Follow and implement SOPs effectively
- Communicate confidently with guests and colleagues
- Identify and resolve operational inefficiencies
- Apply safety and security protocols in the room
- Take pride and ownership in their role
- Apply correct cleaning processes and hygiene standards
- Use cleaning products correctly and safely

Business Impact

Improved room standards, fewer guest complaints, stronger operational consistency, and enhanced guest satisfaction.

16. Waiter Training

2 Days | In-Person + On-the-Job Training

Objective

To develop professional service skills for restaurant floor staff.

Outcomes

- Deliver professional table service
- Improve restaurant and menu knowledge
- Handle guest interactions confidently
- Take orders with accuracy
- Apply table service etiquette
- Handle customer complaints and problem-solve effectively
- Apply upselling and sales techniques
- Process payments and billing procedures
- Work as part of an efficient team

Business Impact

Improved guest satisfaction and increased revenue per table.

17. Bar Training

2 Days | In-Person

Objective

To strengthen bar operations, product knowledge, and guest engagement.

Outcomes

- Demonstrate correct bar setup (mise en place, station readiness, stock positioning)
- Apply accurate free-pouring and jigger measurement to control cost
- Understand glassware selection and its impact on presentation
- Manage speed and flow of service from behind the bar
- Maintain hygiene and bar operational standards
- Apply daily, weekly, and monthly cleaning standards
- Implement FIFO (First In, First Out) stock rotation
- Monitor expiry dates and product integrity
- Perform end-of-shift close-down procedures correctly
- Use suggestive selling techniques naturally

Business Impact

- Increased average spend per guest
- Reduced product wastage and improved cost control
- Faster service during peak hours
- Improved guest satisfaction scores
- Stronger brand perception at the bar
- Reduced compliance and hygiene risks

18. Insights Discovery

1 Day | Includes Individual Pre-Workshop Profile

Objective

To enhance self-awareness and team effectiveness using the Insights four-colour model. Insights Discovery is an acclaimed psychometric tool that uses a simple colour-based system to improve communication, teamwork, and understanding across your organisation.

Outcomes

- Understand their personal colour energy profile
- Recognise behavioural preferences in others
- Adapt communication styles effectively

- Improve team collaboration
- Manage conflict through behavioural awareness
- Discover blind spots and how to manage them

Business Impact

Stronger team cohesion, improved communication, reduced conflict, and enhanced leadership effectiveness. Participants gain clarity and an improved perspective for more meaningful interactions in both professional and personal life.

Contact us about tailoring these courses to your organisation

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“Real organisational transformation happens in the space between the SOP and the smile.”

PART B — Services SETA Accredited Courses

NQF Level 3–4 | Contact Learning | Pre-requisite: Communication & Mathematical Literacy at NQF Level 3

B1. Leadership | Unit Standard 242824

5 Classroom Days | NQF Level 4

Purpose

This course will be useful to learners working in all sectors of the economy, community organisations or NGOs. It enables learners to gain insight into the role of leadership within a work context and provides them with the skills and knowledge to add value to their job.

Outcomes

- Explaining the concept of leadership
- Differentiating between the concepts of leadership and management
- Applying leadership techniques to individuals and teams within the work context
- Evaluating the impact of leadership techniques applied

B2. Organisational Code of Conduct | Unit Standard 242815

2 Classroom Days | NQF Level 4

Purpose

Designed to raise moral standards as a counter to potential or real corruption within a work environment. The focus is on ethics and does not include corporate governance.

Outcomes

- Explaining the concept of personal ethics in relation to the moral compass
- Describing the role of a code of conduct in a work environment, according to ethical principles
- Upholding the code of conduct within the work team

B3. How to Conduct a Structured Meeting | Unit Standard 242816

2 Classroom Days | NQF Level 4

Purpose

Introduces the junior manager to the preparation and procedures required in conducting a structured meeting to ensure that objectives are achieved.

Outcomes

- Preparing for a meeting
- Conducting a meeting
- Dealing with differing views in a meeting
- Distributing records of a meeting

B4. Achieving Your Objectives | Unit Standard 242822

4 Classroom Days | NQF Level 4

Purpose

Learners adopt a systematic approach to achieving objectives. Intended for junior managers of organisations.

Outcomes

- Specifying objectives
- Formulating a plan
- Co-ordinating people and other resources
- Implementing the plan to meet objectives
- Evaluating results and making corrections and improvements

B5. Responsibilities of a Team Leader | Unit Standard 242821

3 Classroom Days | NQF Level 4

Purpose

Explores the role of the team leader in ensuring that the team meets organisational or required standards.

Outcomes

- Explaining the role of a team leader
- Explaining the purpose of a team
- Contracting with a team to obtain commitment
- Monitoring the achievement of team objectives

B6. Manage Expenses Against a Budget | Unit Standard 242810

3 Classroom Days | NQF Level 4

Purpose

Specifies the knowledge and skills required to manage a budget within the organisation. Intended for junior managers.

Outcomes

- Explaining the concept of budgeting pertinent to an area of responsibility
- Determining the elements of a budget relevant to an area of responsibility
- Monitoring and controlling actual expenses and revenue against projected budget

B7. Monitoring Service Levels to a Range of Customers | Unit Standard 242829

2 Classroom Days | NQF Level 4

Purpose

Encompasses the skills needed to monitor the level of service between an organisation and its customers, both internal and external. Intended for junior managers.

Outcomes

- Identifying internal and external customers
- Explaining standards of customer service expected by the organisation
- Measuring customer satisfaction on an ongoing basis
- Recommending corrective action

B8. Motivate and Build a Team | Unit Standard 242819

4 Classroom Days | NQF Level 4

Purpose

Introduces the junior manager to the concept of motivation. Intended for junior managers of organisations.

Outcomes

- Explaining the importance of motivating a team
- Demonstrating an understanding of self and team members in a workplace
- Applying theories of motivation and group dynamics
- Implementing a plan of action to strengthen a team
- Providing feedback and recognising achievements

B9. Time Management | Unit Standard 242811

2 Classroom Days | NQF Level 4

Purpose

Enables learners to manage time and prioritise tasks in a work environment. Intended for junior managers.

Outcomes

- Creating, implementing and maintaining a personal and team task list
- Using and maintaining a diary

- Prioritising personal and team tasks
- Implementing and maintaining a task list

B10. Problem Solving and Solution Finding | Unit Standard 242817

3 Classroom Days | NQF Level 4

Purpose

Specifies the knowledge and skills required to solve problems and make decisions. Intended for junior managers.

Outcomes

- Defining a problem
- Investigating the problem
- Generating problem solutions
- Implementing problem solutions
- Evaluating the effectiveness of the solution

B11. Oral and Signed Communications | Unit Standard 119472

2 Classroom Days | NQF Level 4

Purpose

Learners adapt their style and language register to the requirements of different situations and are able to listen and speak confidently in both formal and familiar settings.

Outcomes

- Interact successfully in oral/signed communication
- Use strategies that capture and retain the interest of an audience
- Identify and respond to manipulative use of language

B12. Interpret and Use Information from Texts | Unit Standard 119457

2 Classroom Days | NQF Level 4

Purpose

Learners read and view a variety of text types with understanding and justify their views by reference to detailed evidence from texts. They evaluate the effectiveness of different texts for different audiences and purposes.

Outcomes

- Using a range of reading and viewing strategies to understand the literal meaning of specific texts
- Using strategies for extracting implicit messages in texts
- Responding to selected texts in a manner appropriate to the context
- Exploring and explaining how language structures and features may influence a reader/viewer

B13. Use of Language and Communication in Occupational Learning | Unit Standard 119467

2 Classroom Days | NQF Level 4

Purpose

Facilitates learning and ensures that learners are able to cope with learning in the context of learnerships, skills programmes, and other learning programmes.

Outcomes

- Dealing with learning materials and accessing useful resources
- Seeking clarification and help when necessary
- Applying a range of learning strategies
- Conducting basic research, analysing and presenting findings
- Functioning effectively in a team

B14. Write, Present and Sign Texts for a Range of Communicative Contexts | Unit Standard 119465

2 Classroom Days | NQF Level 4

Purpose

Learners write/present/sign texts with complex subject matter at various levels of formality, selecting text type, subject matter and language to suit specific audiences, purposes and contexts.

Outcomes

- Writing/signing for a specified audience and purpose
- Using language structures and features to produce coherent and cohesive texts for a wide range of contexts
- Drafting own writing/signing and editing to improve clarity and correctness

B15. Read, Review, Analyse and Respond to a Variety of Texts | Unit Standard 119469

2 Classroom Days | NQF Level 4

Purpose

Enables learners to use analytical skills to make sophisticated judgements about complex human and social issues. Learners are critical, reflective and responsive readers of written/signed and visual texts.

Outcomes

- Critically analysing texts produced for a range of purposes, audiences and contexts
- Identifying and explaining the values, attitudes and assumptions in texts
- Evaluating the effects of content, language and style on readers' responses

B16. Writing for the Business Environment | Unit Standard 12153

2 Classroom Days | NQF Level 4

Purpose

Promotes clear, unambiguous communication in plain language and improves the quality of written reports specific to a business environment.

Outcomes

- Using textual features and conventions specific to business texts
- Identifying the intended audience for the communication
- Selecting the appropriate text type, format and layout for the purpose
- Organising and structuring a technical text appropriately
- Drafting and editing a technical text
- Using plain language in business

B17. Engage in Sustained Oral/Signed Communication | Unit Standard 119462

2 Classroom Days | NQF Level 4

Purpose

Enables learners to participate effectively in oral/signed communication in most situations. Learners speak/sign fluently and confidently in both formal and familiar settings.

Outcomes

- Responding critically yet sensitively as a listener/audience
- Analysing own responses to spoken/signed texts and adjusting as required
- Using strategies to be an effective speaker/signer in sustained oral/signed interactions
- Evaluating spoken/signed discourse

B18. Write, Present, Sign for a Wide Range of Contexts | Unit Standard 119459

2 Classroom Days | NQF Level 4

Purpose

Learners communicate confidently and fluently in writing/signing in almost any formal and informal situation, writing expressively on topics of interest through a drafting and editing process.

Outcomes

- Writing/signing effectively and creatively on a range of topics
- Choosing language structures and features to suit communicative purposes
- Editing writing/signing for fluency and unity

B19. Induct a Member into a Team | Unit Standard 242812

2 Classroom Days | NQF Level 3

Purpose

Covers the preparation and procedures necessary to induct a team member. Pre-requisite: Communication and Mathematical Literacy at NQF Level 2.

Outcomes

- Preparing to receive a member on a team
- Introducing a new member
- Explaining how performance is monitored
- Creating awareness of career opportunities in an organisation

B20. Maintain Records for a Team | Unit Standard 242820

2 Classroom Days | NQF Level 3

Purpose

Covers the record keeping of team activities and team members. Pre-requisite: Communication and Mathematical Literacy at NQF Level 2.

Outcomes

- Explaining why organisations record and keep information
- Identifying and describing the type of records a team leader is required to keep
- Recording team performance against agreed targets
- Recording performance data

B21. Identify and Explain Core and Support Functions of an Organisation | Unit Standard 242814

3 Classroom Days | NQF Level 3

Purpose

Provides an understanding of the core and support functions of an organisation. Intended for junior managers. Pre-requisite: Communication and Mathematical Literacy at NQF Level 2.

Outcomes

- Explaining the various core functions of an organisation
- Explaining the support functions of an organisation
- Explaining the role of a selected work unit in relation to the core business
- Investigating and explaining the difference between line and support functions

B22. Explain Contribution of Own Area to Organisational Strategy | Unit Standard 242813

2 Classroom Days | NQF Level 4

Purpose

Specifies the knowledge and skills required to evaluate the contribution of own area of responsibility to the overall strategy of the organisation.

Outcomes

- Understanding the overall strategy of an organisation
- Understanding how the activities of own area of responsibility align with the overall strategy
- Communicating to team members how its area of responsibility aligns to the overall organisational strategy

B23. Describe the Relationship of Junior Management to Other Roles | Unit Standard 242818

2 Classroom Days | NQF Level 4

Purpose

Specifies the knowledge and skills required to understand the relationship between junior management and other management roles in the organisation.

Outcomes

- Understanding the overall strategy of an organisation
- Understanding how the activities of own area of responsibility align with the overall strategy
- Communicating to team members how the area of responsibility aligns to the overall organisational strategy

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Location: Cape Town, South Africa | Services available nationally and internationally

“A great process shouldn’t be a cage for your team; it should be the floor that gives them the stability to reach for excellence.”

PART C — CATHSSETA Accredited Hospitality Programmes

Nationally Accredited | Hospitality Sector | NQF Level 2 | Contact Learning

C1. Assistant Housekeeping | SAQA ID HSP/ASSHKR/2/0015 | Level 2

15 Days | Room Attendants, Housekeeping Supervisors, Assistant Housekeepers

What You Will Learn

- Effectively perform the duties of an assistant housekeeper within a hospitality environment
- Provide customers with appropriate information on the layout and services offered by the organisation
- Contribute towards the smooth running of the housekeeping department

C2. Room Attendant | SAQA ID HSP/RMATTD/2/0012 | Level 2

8 Days | Room Attendants servicing guest accommodation

What You Will Learn

- Prepare beds and handle linen and bed coverings
- Service toilet and bathroom areas
- Service guest bedroom areas
- Clean floors and floor coverings
- Handle and store cleaning equipment and materials

C3. Bar Attendant | SAQA ID HSP/BAR ATT/2/0027 | Level 2

18 Days | Persons who prepare drinks and serve customers in a bar

What You Will Learn

- Effectively perform the duties of a bar attendant within a restaurant/food and beverage environment
- Prepare and serve different drinks, wines and cocktails

C4. Drinks Service Assistant | SAQA ID HSP/DSRVA/2/0024 | Level 2

7 Days | Learners who assist with serving customer orders

What You Will Learn

- Describe layout, services and facilities of the organisation
- Communicate verbally and maintain a safe and secure working environment
- Maintain health, hygiene and a professional appearance
- Prepare and clear areas for drink service
- Clean and store glassware and restock drinks machines/equipment
- Handle, store, and dispose of cleaning equipment and waste

C5. Food Service Assistant | SAQA ID HSP/FDSRVA/2/0023 | Level 2

7 Days | Persons who prepare and serve customers

What You Will Learn

Participants will be able to effectively perform the duties of a Food Service Assistant within a restaurant (food and beverage) environment.

C6. Kitchen Cleaner | SAQA ID HSP/KCHCLN/2/0021 | Level 2

5 Days | Employed or unemployed candidates entering hospitality

What You Will Learn

- Describe layout, services and facilities of the organisation
- Maintain a safe and secure working environment
- Maintain health, hygiene and a professional appearance
- Handle and maintain utensils and equipment

- Handle and store food safely
- Clean food production areas and equipment
- Clean and store crockery and cutlery

C7. Receptionist | SAQA ID HSP/TBLATT/2/0027 | Level 2

18 Days | Front of house staff in hotels, guest houses or lodges

What You Will Learn

- Maintain a booking system
- Prepare customer accounts
- Co-ordinate the greeting and assisting of guests on arrival and departure
- Handle mail, messages and written communication efficiently and effectively
- Handle and process payments

C8. Table Attendant | SAQA ID HSP/TBLATT/2/0027 | Level 2

16 Days | Learners who take and serve customer orders at the table

What You Will Learn

- Provide excellent customer service
- Process incoming and outgoing telephone calls
- Communicate verbally and maintain effective relationships with staff
- Describe the layout, services and facilities of the organisation
- Maintain health, hygiene and a professional appearance
- Provide a table and drink service
- Prepare and clear areas for table service
- Provide a carvery/buffet service
- Serve bottled wines

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