



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

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COURSE BROCHURE

Customer Service Excellence And Relationship Management Skills Training

Services / Cleaning, Domestic, Hiring, Property and Rescue Services

Unit Standard 115831 · NQF Level 3 · 4 Credits · 1 Day

COURSE OVERVIEW

This course equips participants with the skills to deliver exceptional customer service and build lasting relationships. It focuses on understanding customer needs, managing expectations, and handling complaints effectively to enhance customer loyalty and organisational reputation.

Category	Services
Subfield	Cleaning, Domestic, Hiring, Property and Rescue Services
Unit Standard	115831
Accreditation	SAQA Accredited · NQF Level 3 · 4 Credits
Duration	1 day
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply principles of customer service excellence to meet and exceed customer expectations.
- Analyze customer needs and preferences to tailor service delivery.
- Evaluate different communication styles and adapt approaches to build rapport.
- Design strategies for handling difficult customers and resolving complaints.
- Implement relationship management techniques to foster long-term customer loyalty.
- Demonstrate effective listening and empathy in customer interactions.

WHO SHOULD ATTEND

- This course is designed for front-line staff, supervisors, and managers who interact with customers directly or indirectly and seek to improve service quality and relationship management.

COURSE OUTLINE

Day 1: Foundations of Customer Service Excellence & Relationship Management

- Defining customer service excellence and its impact on business success
- The customer service cycle: needs identification, service delivery, and follow-up
- Communication skills: active listening, empathy, and clear messaging
- Managing customer expectations and handling complaints effectively
- Building trust and rapport with customers
- Relationship management strategies for long-term customer loyalty
- Practical exercises: role-playing customer interactions and complaint resolution

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **4 NQF credits** at **NQF Level 3**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 12,800.00	R 12,800.00
1	In-House	R 16,600.00	R 16,600.00
1	On-Campus (Pretoria)	R 19,200.00	R 19,200.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	10 Aug 2026	On-Campus	Abu Dhabi, UAE
11 Aug 2026	11 Aug 2026	On-Campus	Durban, South Africa
11 Aug 2026	11 Aug 2026	On-Campus	Mauritius
12 Aug 2026	12 Aug 2026	On-Campus	Cape Town, South Africa
13 Aug 2026	13 Aug 2026	On-Campus	Dubai, UAE
14 Aug 2026	14 Aug 2026	On-Campus	Pretoria, South Africa
17 Aug 2026	17 Aug 2026	On-Campus	Durban, South Africa
18 Aug 2026	18 Aug 2026	On-Campus	Shenzhen, China

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

HOW TO GET A QUOTE OR APPLY

1. **Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard 115831) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
2. **Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to apply@aaticd.co.za – our team will reply with a formal quotation.
3. **Apply by phone or WhatsApp:** call +27 12 004 8389 or WhatsApp +27 65 077 6310 and we will prepare your quotation and reserve your seats.
4. **Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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