



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 Skills For Vehicle And Equipment Hire Training

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

Unit Standard 115880 · NQF Level 3 · 4 Credits · 1 Day

COURSE OVERVIEW

This course equips learners with the essential customer service skills required in the vehicle and equipment hire industry. It focuses on understanding customer needs, handling inquiries and complaints, and delivering service that meets industry standards. Learners will develop the ability to promote customer loyalty and enhance the organisation's reputation.

Category	Services
Subfield	Cleaning, Domestic, Hiring, Property and Rescue Services
Unit Standard	115880
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 effective communication techniques to interact with customers in a vehicle and equipment hire context.
- Demonstrate the ability to handle customer inquiries, complaints, and requests professionally and efficiently.
- Analyze customer needs and expectations to provide appropriate hire solutions.
- Implement service standards and procedures that ensure customer satisfaction and repeat business.
- Evaluate own customer service performance and identify areas for improvement.

WHO SHOULD ATTEND

- This course is designed for front-line staff, rental agents, and supervisors working in vehicle and equipment hire companies.
- It is also suitable for anyone seeking to improve their customer service skills within the hire industry.

COURSE OUTLINE

Day 1: Customer Service Foundations for Vehicle and Equipment Hire

- Introduction to customer service in the hire industry
- Understanding customer needs and expectations
- Communication skills: active listening, questioning, and empathy
- Handling complaints and resolving conflicts
- Product knowledge and its role in customer satisfaction
- Professional conduct and company policies
- Practical role-play scenarios
- Assessment and feedback

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
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
19 Aug 2026	19 Aug 2026	On-Campus	Dubai, UAE

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 115880) 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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