



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 in Cleaning Services

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

Unit Standard 243195 · NQF Level 1 · 4 Credits · 1 Day

COURSE OVERVIEW

This course equips cleaning services personnel with the skills to deliver exceptional customer service, enhancing client satisfaction and retention. Participants learn to communicate effectively, handle complaints professionally, and represent their organisation positively in diverse cleaning environments.

Category	Services
Subfield	Cleaning, Domestic, Hiring, Property and Rescue Services
Unit Standard	243195
Accreditation	SAQA Accredited · NQF Level 1 · 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 professionally with clients and building occupants.
- Demonstrate the ability to identify and respond appropriately to customer needs and expectations.
- Implement strategies for handling customer complaints and resolving service issues in a cleaning context.
- Evaluate the impact of personal appearance, behaviour, and work quality on customer perceptions.
- Analyse the role of customer service in building long-term client relationships and business success.

WHO SHOULD ATTEND

- This course is designed for cleaning supervisors, team leaders, and frontline cleaning staff who interact with clients or building occupants in commercial, industrial, or residential settings.

COURSE OUTLINE

Day 1: Foundations of Customer Service in Cleaning

- Introduction to customer service in cleaning services
- Professional appearance, attitude, and communication
- Understanding customer needs and expectations
- Effective verbal and non-verbal communication
- Handling customer complaints and feedback
- Service standards and quality assurance in cleaning
- Teamwork and coordination for service delivery
- Health, safety, and ethical considerations

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 1**.

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
03 Aug 2026	03 Aug 2026	On-Campus	Mauritius
04 Aug 2026	04 Aug 2026	On-Campus	Cape Town, South Africa
05 Aug 2026	05 Aug 2026	On-Campus	Dubai, UAE
06 Aug 2026	06 Aug 2026	On-Campus	Pretoria, South Africa
06 Aug 2026	06 Aug 2026	On-Campus	Lagos, Nigeria
07 Aug 2026	07 Aug 2026	On-Campus	Johannesburg, South Africa
10 Aug 2026	10 Aug 2026	On-Campus	Cape Town, South Africa
11 Aug 2026	11 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 243195) 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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