



Accredited Africa Training Institute for Capacity Development

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

Tel: +27 12 004 8389 · Mobile: +27 65 077 6310

Email: apply@aaticd.co.za · Website: www.aaticd.co.za

COURSE BROCHURE

Handle Customer Requests and Queries in Distribution Centres

Services / Wholesale and Retail

Unit Standard 258220 · NQF Level 3 · 6 Credits · 3 Days

COURSE OVERVIEW

This course equips distribution centre staff with the skills to professionally handle customer requests and queries, ensuring timely and accurate responses. Participants will learn to apply standard operating procedures, maintain customer satisfaction, and contribute to efficient distribution operations.

Category	Services
Subfield	Wholesale and Retail
Unit Standard	258220
Accreditation	SAQA Accredited · NQF Level 3 · 6 Credits
Duration	3 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply standard procedures to receive and record customer requests and queries in a distribution centre.
- Analyze customer requests and queries to determine appropriate response actions.
- Implement solutions to address customer requests and queries within organisational timelines.
- Demonstrate effective communication skills when interacting with customers and internal stakeholders.
- Evaluate the effectiveness of responses provided to customer requests and queries.
- Maintain accurate records of customer interactions and resolutions.

WHO SHOULD ATTEND

- This course is designed for warehouse workers, team leaders, and customer service representatives in distribution centres who interact with customers or handle customer-related requests.

COURSE OUTLINE

Day 1: Introduction to Customer Requests and Queries in Distribution Centres

- Overview of distribution centre operations and customer service
- Types of customer requests and queries (e.g., order status, delivery issues, returns)
- Communication principles: active listening, clarity, and empathy
- Documentation and record-keeping for customer interactions
- Key performance indicators: response time, resolution rate, customer satisfaction

Day 2: Managing Customer Requests and Queries Effectively

- Problem-solving models: identify, analyse, resolve, follow-up
- Using warehouse management systems (WMS) for customer inquiries
- Prioritization techniques: urgent vs. important
- Conflict resolution and de-escalation strategies
- Escalation procedures and when to involve supervisors
- Quality assurance and feedback mechanisms

Day 3: Advanced Applications and Practical Integration

- Role-playing complex customer scenarios
- Time management and multitasking in a fast-paced environment
- Using data to improve customer service processes
- Review of case studies and best practices
- Assessment of skills through practical exercises
- Final Q&A; and course wrap-up

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 **6 NQF credits** at **NQF Level 3**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 17,900.00	R 17,900.00
1	In-House	R 23,300.00	R 23,300.00
1	On-Campus (Pretoria)	R 26,800.00	R 26,800.00

UPCOMING SESSIONS

Start	End	Method	Venue
03 Aug 2026	05 Aug 2026	On-Campus	Dubai, UAE
03 Aug 2026	05 Aug 2026	On-Campus	Johannesburg, South Africa
04 Aug 2026	06 Aug 2026	On-Campus	Pretoria, South Africa
04 Aug 2026	06 Aug 2026	On-Campus	Mauritius
05 Aug 2026	07 Aug 2026	On-Campus	Cape Town, South Africa
05 Aug 2026	07 Aug 2026	On-Campus	Lagos, Nigeria
10 Aug 2026	12 Aug 2026	On-Campus	Pretoria, South Africa
10 Aug 2026	12 Aug 2026	On-Campus	Mauritius

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 258220) 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.

Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza, 1122 Burnett St, Hatfield 0028, Pretoria, Gauteng, South Africa
Tel: +27 12 004 8389 · WhatsApp: +27 65 077 6310 · apply@aaticd.co.za · www.aaticd.co.za