



"upliftment and empowerment through education and training"

EFFECTIVE OUTCOME BASED TRAINING THAT INCREASES PRODUCTIVITY AND ADDS TO PROFITABILITY

Skills development training focuses on up- skilling and re-skilling individuals in a particular vocation/task/job or career path. It aims to ensure that individuals are competent in their area of expertise and ensures that any skills programmes or courses completed add to the efficiency of their job at hand. It involves outcomes based training, where learners actually "do" and practice what they are taught.

Prior to certificates being issued, learners need to prove their competence against a set of outcomes and associated assessment criteria by completing projects, written assessments or portfolios of evidence.

WHY YONKE ENVIRONMENTAL SOLUTIONS?

Yonke Environmental Solutions is a private Training Provider committed to the success of its learners, stakeholders and the transport and warehousing sector as a whole. Yonke prides itself in offering dynamic training courses at the most cost effective prices, using professionally trained facilitators and full accredited assessors.

We are a fully accredited with the Transport Education and Training Authorities as well as an Authorised Training Body for the Department of Transport.

COST AND DURATION

2 DAY COURSE R 900.00 per candidate

YONKE ENVIRONMENTAL SOLUTIONS

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TETA ACCREDITATION NUMBER: TETA 04-117
DOT APPROVED PROVIDER: PRDP(D)11/2008



Foster and maintain customer relations

Based on SAQA Unit Standard 123258 – NQF3

The purpose of this course is to ensure that all learners are able to interact professionally with customers. Improved customer relations leads to improved customer service, which, in turn, results in business growth and profitability

The typical scope of this course includes:

- Controlled office or workshop environments, transport depots, open yard areas, mobile vehicles and/or customer premises.
- Pre-transaction, transaction and post transaction customer service across a wide range of freight handling contexts.



OUTCOMES

By the end of the course, the learners will be to:

- Describe organisational structures and products/services for specific contexts
- Operate within a specific customer service system according to context requirements
- Identify customer needs and expectations within specific contexts
- Deal with customer complaints according to specified procedures
- Choose interpersonal behaviours appropriate for occupational situations.