

# Roll-out of the CATHSSETA Accredited Customer Services Training 2018-19

Tuesday, 10 July 2018

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The Department of Economic Development and Tourism will be continuing with the CATHSSETA Customer Services Training Programme Level 4 on the N12 Route in the Western Cape in the 2018/2019 financial year. They will also introduce the CATHSSETA Customer Services Training Programme Level 5. This Programme was developed by the National Department of Tourism and CATHSSETA after the Customer Service Excellence Report was concluded. It was identified that there is a need for a more intense programme to ensure that the industry's need to decrease the inconsistent levels of customer service.

The Customer Services Training Programme responds to the need that customer service needs to be matched and sustained by global standards. This project aims to alleviate the inconsistent service levels within the Tourism and Hospitality Industry. This project will focus on the current workforce in the Industry.

This programme is a 6-day training programme but will be rolled out as follows: respectively in a period of three weeks (2 days in week 1 and 2 days in week 2 and 2 days in week 3). The reason being we are aware that employees being away from their workplaces would be intruding on their operations in the workplace, hence the decision for the three weeks.

## Criteria for the Customer Services Training:

- The beneficiary must be a South African citizen
- Must have completed Matric/Grade 12 (if the beneficiary does not have Grade 12 a motivation from the employer is needed.)
- The candidate must currently be employed within the hospitality and tourism industry.

The programme will be rolled out in two towns in the Garden Route & Klein Karoo

The proposed dates for the programme are as follows:

OUTDSHOORN SESSION 1: (16-17 July 2018, 23-24 July 2018 and 30-31 July 2018) (Minimum of 25 Beneficiaries)

- 16-17 July 2018 (Week 1)
- 23-24 July 2018 (Week 2)
- 30-31 July 2018 (Week 3)

GEORGE SESSION 2: (18-19 July 2018, 25-26 July 2018 and 1-2 August 2018) (Minimum of 25 Beneficiaries)

- 18-19 July 2018 (Week 1)
- 25-26 July 2018 (Week 2)
- 1-2 August 2018 (Week 3)

Should you be interested in attending in any of the two above towns, kindly contact the following offices:

Oudtshoorn

Ms Corleen Barnard – Oudtshoorn Tourism

Email: [info@oudtshoorn.com](mailto:info@oudtshoorn.com)

Tel: 044 279 2532

George

Ms Melanie Martins - George Tourism

Email: [mmartins@george.gov.za](mailto:mmartins@george.gov.za)

Tel: 044 801 9295