



Growth-Link

1 Day Workshop:

Customer service for cleaners – 1 day

CUSTOMER SERVICE FOR CLEANERS



Every employee of an organisation plays a key role in delivering the best client experience possible. It starts from the minute a client walks into a boardroom. Do they see a neat, clean environment? Do they enjoy a well prepared and presented cup of coffee? Every person in an office must be a professional customer service provider.

YOU WILL LEARN TO

- Explain the purpose of the business and how you fit in
- Use personal appearance, body language and positive attitude to create a professional impression
- Greet customers professionally and demonstrate respect
- Listen well and ask the right questions in order to assist the customer effectively
- Explain the international standard for customer service, and perform your job in line with the business values.

FAST FACTS

1 Day

Non-aligned

Target Audience:

Cleaning staff who come into contact with internal/external customers (A, Cleaners)

KEY WORDS

Customer service
Professionalism
Business purpose

How this module links with the GLIS Development Framework

Competency Cluster (s)	Lead Business
Competencies Addressed	Client orientation

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Course Outline

