



PST TRAINING (PTY) LTD

PST Training (Pty) Ltd

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Office Upkeeping (Office Cleaners & Serving Refreshments)

Overview

Offering a fresh and clean environment in the workplace is not just good for health but also increase the productivity of employees. Most importantly, it helps in maintaining a good impression of your business on your customers.

Objectives

- Delegates will learn and implement efficient and effective office cleaning practices, covering workstations, common areas, and restrooms
- Delegates will understand and adhere to safety and hygiene standards in office cleaning, creating a safe and healthy workspace
- Delegates will develop customer service skills to provide excellent refreshment services, considering preferences and dietary restrictions
- Delegates will learn to set up refreshment areas professionally, considering arrangement, cleanliness, and presentation
- Delegates will enhance communication skills for interacting with colleagues, clients, and team members, fostering teamwork in office upkeep
- Delegates will gain proficiency in handling office cleaning and refreshment equipment, including proper usage and basic maintenance
- Delegates will develop problem-solving skills to address unexpected issues, such as spills or shortages, during office upkeep

Course Prerequisite

Read, Write & Understand English

Language of Delivery

English

Delivery Methods

Course is facilitated by a competent subject matter trainer, who utilises a combination of the following techniques to ensure that the session is practical and experiential: Discussion; Role Play; Exercises & Case Studies; Videos/DVD's; Games, Slide Shows & Written Questions.

Who should attend?

Cleaning Staff / Office Support Staff / Facility Management Team / Receptionists and Front Desk Personnel

Course Outline

This course consists of the following 5 modules

Module 1	Develop the right Attitude; Improve your Self Image; Confidence; Dress Code & Grooming; Personal Hygiene; Body Language.
Module 2	Etiquette in the Office; Introductions - How to Greet People; Entrances and Exits; Complaints - How to Deal with it?; Effective Communication; Listening.
Module 3	Basic Telephone Etiquette; The importance of Customer Service; How to Use your Time Effectively; Time Wasters; Importance of a Checklist; How to Handle Stress.
Module 4	Serving of Refreshments: Serving Tea to Colleagues & Customers; Tray Setting; Stock Control Sheet. Kitchen Hygiene: Cutlery; Kettles/Urns; Cloths; Fridges; The Wonder of Bicarbonate of Soda; Kitchen Checklist. Restroom Cleaning & Hygiene: Cleaning Roster; Cleaning of Toilets. Setting up of Boardroom / Meeting Room: Preparation; Boardroom Weekly Planner.
Module 5	General Office Cleaning: Ten Golden Rules of Cleaning; Stopping Dirt at the Door; Clearing out Clutter; Cleaning Crises & Special Situations; Cleaning System: Organization & Focus; Cleaning Tools & Products; Everyday Office Cleaning: Air conditioners; Artwork; Coffee makers; Computers (Monitors or Laptop Screens); Keyboards; Mouse; Cutlery; Doormats; Doors; Drains; Floors; Flowers; Furniture; Glass / Glassware; Gloves; Houseplants; Sinks; Telephones; Wastepaper Baskets; Windows.

Additional Information

Duration	1 Day	
Includes	<ul style="list-style-type: none"> • Comprehensive Manual • Lunch & Refreshments (not applicable to on-site training) • Electronic Certificate (on successful completion of the course) 	<ul style="list-style-type: none"> • Electronic Trainer Feedback Report • Electronic Delegate Feedback Questionnaire