



# SERVICE EXCELLENCE TRAINING

Stenden South Africa in collaboration with Sunshine Coast Tourism are offering you the opportunity to send your staff on a hospitality course, specifically designed to enhance guest experiences at your establishment.

## 3 DAY COURSE

23, 24, 25 NOVEMBER 09:30 – 15:30 (3 FULL DAYS)

STENDEN SOUTH AFRICA CAMPUS

R250 pp

INCLUDES ALL MATERIALS, COFFEE, TEA, LUNCH AND CERTIFICATION

- **CANDIDATES:** Enrollment only through employers as we have 50 places only. Hospitality Businesses have preference.
- **EXAMINATION:** Theory and Practical exam. Candidates who pass the exam receive a certificate of competence.
- **APPLICATIONS:** From Monday 7 to Thursday 17 November to: [tourism@sunshinecoasttourism.co.za](mailto:tourism@sunshinecoasttourism.co.za) by employer stating name, ID number and designation of employee.

## COURSE CONTENT

Grooming & Hygiene  
Hostmanship & Communication  
Upselling  
Complaint Handling  
Table Setting & Service  
Wine Service  
Carrying Methods  
Serving Wine  
Bar & Drinks Service  
Product Knowledge  
Personal Leadership  
Tourism Attractions in Ndlambe