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## PROFESSIONAL ETIQUETTE

This single 4-hour class is conducted on-site and is tailored for individuals in roles such as cleaners, tea ladies, receptionists, etc., who regularly engage with the public and/or clients. Fully customisable to address anything you feel needs addressing.

Your staff serve as the initial representation of the company, making their appearance and communication crucial. They should be articulate, well-groomed, and equipped with the skills to present the company positively. Etiquette, including handshakes, offering beverages, and understanding body language, plays a significant role in enhancing their effectiveness.

In our ever-changing society, the fundamental rules of etiquette remain essential skills for preserving a respectful environment within our workplaces.

“

We had an amazing experience with Ace of Maids. Their up-front preparation was detailed and all information regarding the training of our in-house staff was excellent. Our staff members thoroughly enjoyed the training. Vanessa is a real gem.

”

Verity, Google review

### BASIC COURSE STRUCTURE

- Importance of good personal hygiene
- Basic electronic communication etiquette
- Introduction and greeting etiquette
- Conversation etiquette
- Workplace dining etiquette
- Handshaking etiquette
- General social etiquette
- Work dress etiquette

**ACE OF MAIDS IS A B-BBEE LEVEL 4 CONTRIBUTOR – CLAIMABLE UNDER B-BBEE SKILLS DEVELOPMENT.**

**R3190**

**1X 4-HOUR CLASS**

R4390 (2 people / **R2195 pp**)  
R5390 (3 people / **R1796 pp**)  
R6380 (4 people / **R1595 pp**)  
R6990 (5 people / **R1398 pp**)

Travel fees may apply for outlying areas.

### PACKAGE INCLUDES

- Personalised one-on-one training in your home
- A handbook with information on training practices
- A signed off attendance register
- A certificate of completion emailed after the training

Ask us about our additional classes.

Training offered in English, Zulu, Sotho, Xhosa or Tswana.