

National Certificates



- NQF 1** NC: (GETC): Manufacturing, Engineering & Related Activities
- NQF 2** NC: Wholesale & Retail: Operations
- NQF 2** NC: Wholesale and Retail: Distribution
- NQF 2** NC: Agri Trade Processes
- NQF 2** NC: Business Administration Services
- NQF 2** OC: Checkout Operator
- NQF 3** NC: Wholesale & Retail: Operations
- NQF 3** NC: Generic Management
- NQF 3** NC: Information Technology & End User Computing
- NQF 4** NC: Wholesale & Retail: Operations Supervision
- NQF 4** NQF: OC: Retail Supervisor
- NQF 4** NC: Project Management
- NQF 4** NC: Business Administration Services
- NQF 4** FET Certificate: Information Technical Support
- NQF 5** NC: Wholesale & Retail Management
- NQF 5** OC: Training & Development Practitioner
W&R Seta registered Assessment Centre

Accredited Skills Training

- Assessor Training
- Facilitate learning methodologies
- Various W&R NQF 1-5 Skills Programmes
- Sales Assistant
- Cashier/Till Operator/Checkout Operator
- Shelf Packer/Store Assistant
- Retail supervisor & Team Supervision
- Store Person
- FMCG Merchandiser
- Service Station Attendant Forecourt Service
- Retail Manager: Operational Finance
- Retail Manager: General/Staff Recruitment & Development
- Coaching
- Dispatch & Receiving Clerk (DC)
- Introduction to Computers & World Wide Web
- Microsoft Office Introduction & Intermediate
- Introduction to e-mail

WE TRAIN AFRICA

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TRAINING AND DEVELOPMENT

— Since —
1996

We are not a quick fix, instead we enter into a long term relationship when you invest in your life-long educational journey with us.

Guest Resource Services offer:

IN-HOUSE TRAINING	CONSULTATION/ADVICE ON HR & LABOUR
LEARNERSHIP & SKILLS TRAINING	TRAINING PEOPLE WITH SPECIAL NEEDS
PROJECT MANAGEMENT	ON-LINE AND BLENDED LEARNING



Non-credit Bearing Training

Bridging Programmes

- Customised to the clients needs

Customer Service

- Telephone etiquette
- Excellent customer service
- Resolve customer queries



Intercultural & Other Differences

- Integration / Intercultural Programme
- Awareness Programme - People living with disabilities

Supervisory, Management & Labour Relations

- Discipline in the workplace
- Employment equity in the workplace
- Introduction to supervision
- Office management
- Management Development Programme

Sales & Marketing

- Sales & marketing programme
- Fundamentals of marketing
- Practical buying workshop
- Effective sales
- Close a deal with a customer

Occupational Health & Safety

- OHS Practitioner (QCTO)
- First Aid
- Fire Fighting
- Mandatory & Compliance Training



Life Skills Training

- Conflict management
- Assertiveness
- Motivation - The power within me!
- Introduction to health care services & an understanding of chemical dependency
- My role in relationships
- HIV/AIDS
- Stress management
- Planning & time management*
- Manage work time effectively
- Managing basic personal finances in turbulent times*
- Work readiness programme



Financial

- Managing basic business finance
- Finance for non-financial managers*
- Introduction to accounting

On-Line Programmes

- Problem solving
- Stress Management
- Resilience
- Communication
- Business Ethics
- Effective Strategic Management
- Workplace Readiness
- Personal Growth
- Critical thinking
- Leadership Development*
- Team Management*
- Project Management
- Customer Service
- Cyber Security

Customise your ideal on-line programmes from our extensive library, offering limitless possibilities.



Computer Courses

- Demonstrate basic knowledge of computers
- Demonstrate ability to use the World Wide Web
- Introduction to email
- Introduction to MS Word
- Introduction to MS PowerPoint
- Basic Excel
- Microsoft Excel Intermediate
- Introduction to MS Access

Specialisation

- Professional business writing skills
- Introduction to office administration
- Speed reading skills
- Business ethics
- Understanding transformation
- Learnership orientation for the employer & learner
- Mentoring
- Business presentation skills
- Quality awareness
- Introduction to small businesses
- Understand your role in business
- The roles & tasks of the training committee
- The role & functions of the employment equity committee
- The enchanted organisation



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