



**Ivor Blumenthal**  
CEO, Services SETA



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Chairperson, Services SETA

## **INVITATION TO ALL LEVY-PAYING SME'S TO ATTEND 1 OF 2 TRAINING WORKSHOPS**

**The Services SETA invites all Levy-paying SMEs to attend 1 of 2 training workshops.  
Training courses: Industrial Relations and Customer Service Excellence**

### **TRAINING SESSION 1:**

**Duration:** 1 day - Industrial Relations training workshops for SMEs

#### **The topics to be covered:**

- The aid for SMEs to ensure the understanding of legislative compliance
- The purpose of this course is to show engagement of a cornerstone between employer and employee
- Industrial Relations, to some extent are guided by legislation and meeting of minds between organised labour and business.

### **TRAINING SESSION 2:**

**Duration:** 1 day - Customer Service Excellence training workshop for SMEs

#### **The topics to be covered:**

- An awareness campaign to improve customer services without the burden of extra costs
- For SMEs, customer service is the survival, growth and expansion
- The aim is to encourage the practice of customer service within a SME in a organised manner
- The basic principals of a strong customer service framework.

**Training shall commence in February to March 2010. Kindly contact the respective regional representative for booking.**

<b>Regional office:</b>	<b>Contact person:</b>	<b>Contact number:</b>
Gauteng	Letlah Thembu	011 276-9600
East London	Siyanda Gwabeni	043 743-5410
Port Elizabeth	Diane Hofmeyr	041 582-2033
Nelspruit	Jacob Mgenya	013 752-2207
Bloemfontein	Kenneth Mavuso	051 430-6223
KwaZulu-Natal	Jennifer Govender	031 207-1761
Limpopo	Thandi Ramadi	015 296-4858
Cape Town	Ndiphe Ntusikazi	021 425-0417
Kimberley	Edgar Makhonofane	053 833-7447

**Seats are limited to 1 person per company, therefore early booking is advised.**

**Customer Care Hotline: 0861 10 11 48**

**customercare@serviceseta.org.za**

**www.serviceseta.org.za**