



SAQA US ID  
7791

UNIT STANDARD TITLE  
Display cultural awareness in dealing with customers and colleagues

NQF  
4

CREDITS  
4

**PURPOSE OF THE UNIT STANDARD**

Each learner should be able to communicate effectively with tourists of different cultures. Learners should also be able to take steps to resolve differences that arise as a result of cultural diversity.

The qualifying learner is capable of:

- Explain the importance of being knowledgeable about the culture of overseas visitors.
- Explain the importance of awareness of communication.
- Describe steps to prevent or resolve misunderstandings between visitors and staff.
- Identify South Africa's main international tourist groups.

**Cost**

This cost of this course is R1 100.00

To enrol in this course, you will need to create a student account by clicking on the link below.

<http://www.vitalonline.co.za/moodle/login>

Once you have created an account click on the link below to take you to the payment and enrolment page for this course.

**Click here**



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