



SHORT COURSE IN BUSINESS ADMINISTRATION:

Display cultural awareness in dealing with customers and colleagues

OUTCOMES

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.

SAQA US ID

US 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.

COST

This course costs **R550.00**

ENROLMENT

To enrol onto 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

CONTACT US

Telephone: 031 573 5409

Email: training@vitalonline.co.za

Website: www.vitalonline.co.za

Facebook: Vital College

Instagram: @Vital_College

Twitter: @Vital_College



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