



GAUTENG PROVINCE

TREASURY
REPUBLIC OF SOUTH AFRICA

HRD TRAINING SPECIFICATION FORM

Note: This document serves as a guide; it clearly describes the desired outcomes or deliverables of the service to be procured.

BUSINESS UNIT: Auxillary & PSCM

SUB-UNIT:

Part A TRAINING INFORMATION	
Training Programme:	Customer Service & Communication
Description of the Training:	Customer Service & Communication
Course Accreditation: YES NO (If YES, Service Provider should attach Proof of Accreditation)	Yes
Date(s) of the Training:	TBC
Duration of Course: (No. of days)	3 Days
Number of Attendees: (Attach name list)	13
Is the Course Aligned to the Current Training Plan: YES NO (If NO, attach approved memo)	Yes
Part B TRAINING CONTENT AND EXPECTATIONS	
Course Objectives	Expected Outcome
The objective of the course: <ul style="list-style-type: none">Understand the principles of excellent customer service.Learn effective communication skills including listening, questioning and providing feedback.Develop the ability to handle customer complaints and resolve conflicts professionally.Foster positive interactions to enhance customer satisfaction and loyalty.Explain & describe customer service: engage customers; demonstrate communication skills; process customer queries	At the end of the course, you will be able to: <ul style="list-style-type: none">Meet and exceed customer needs effectively.Communicate clearly and confidently with customers and colleagues.Resolve customer issues promptly and professionally.Build and sustain positive customer relationships.
Delivery Method: (Face2Face or Online)	Face to Face
Is the training programme done by a sole service provider? YES NO (If YES, attach a confirmation letter of sole provider)	No

HRD Contact Details:

Mr. M. Xulu –Mxolisi.Xulu@gauteng.gov.za | **Ms. S. Gama** –Siphehile.Gama@gauteng.gov.za | **Ms. S. Ndudane** – Spokazi.Ndudane@gauteng.gov.za



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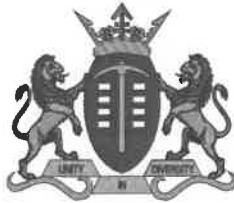
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Part C ADDITIONAL INFORMATION			
No	Item Description	Yes/No	No. of People
1.	Catering: (attach the full specification for catering including dietary requirements)	Yes	13
2	Venues and Facilities:	Yes	13
3.	Other (Specify):	N/A	N/A
<u>General Comments</u> Service provider to attach proof of accreditation.			

Part D SIGNATORIES	
SIGNED BY SUPERVISOR /OR LINE MANAGER:	
Compiled by:	Supported / Not Supported / Supported with Amendments
 Mr / Ms. Siphesihle Gama Designation: Acting ASD: HRD Date: 21/08/2025	 Mr / Ms. Designation: DD:HRD Date: 25/08/2025 <u>Comments:</u>
SIGNED BY THE DIRECTOR OF HRD:	
Approved/ Not Approved/ Approved with Amendments	
Mr / Ms. Designation: Date:	<div>M. Mashabela Director 25/08/2025</div> Comments: _____

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GAUTENG PROVINCIAL TREASURY PROCUREMENT SPECIFICATIONS FORM

Directorate	Corporate Services & PSCM	
Date Prepared	26 August 2025	
Prepared by	Siphesihle Gama	
Contact No.	N/A	
Name of the meeting and duration	Customer Service & Communication for 3 days (13 Officials)	
Description of goods/services required	QTY	Dates
Breakfast Coffee/ Tea /Sugar/milk Scones Sandwich 13x Bottles (500ml) of Still Water Lunch 2x Starch (Rice /Pap) 2xProtein (Beef Stew, Grilled Chicken) 1x Veg 2x Salads (Spinach & Pumpkin) 6x eight Assorted cold drinks (cans size 440ml) 7x Seven juice 100% - (cans size 440ml) 13x Bottles (500ml) of Still Water NB: The Supplier is required to bring along cutlery	13	Date: TBC

Approved/Not approved:

Signature

Date: 26/08/2025