



PST TRAINING (PTY) LTD

PST Training (Pty) Ltd

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Office Upkeeping (Office Cleaners & Serving Refreshments)

Overview

A clean and well-maintained office creates a healthy and productive environment while leaving a lasting impression on customers. Office upkeep goes beyond basic cleaning — it reflects the professionalism of the business and ensures that employees work in a safe, hygienic, and welcoming space. This course equips cleaning and support staff with essential skills in office cleaning, hygiene, and professional refreshment service.

Objectives

On completion of this course, delegates will be able to:

- Apply efficient and effective office cleaning practices across workstations, common areas, and restrooms.
- Adhere to hygiene and safety standards, creating a safe and healthy workspace.
- Provide excellent refreshment services with attention to arrangement, cleanliness, and dietary considerations.
- Communicate and interact professionally with colleagues, clients, and team members.
- Handle cleaning and refreshment equipment safely and effectively.
- Develop problem-solving skills to address spills, shortages, and unexpected cleaning challenges.
- Promote teamwork and shared responsibility in maintaining office standards.
- Apply environmentally friendly cleaning practices for sustainability.

Course Prerequisite

Ability to read, write and understand English

Language of Delivery

English

Delivery Methods

The course is facilitated by a competent subject matter trainer, using a combination of:

- Interactive Discussions
- Role Plays & Case Studies
- Practical Exercises
- Videos & Slide Presentations
- Games & Group Activities
- Written Questions and Feedback

Who should attend?

This course is specifically designed for individuals responsible for cleaning, maintaining, and servicing the office environment, including:

- Cleaning Staff
- Office Support Staff
- Facilities Management Teams
- Receptionists and Front Desk Personnel

Course Outline

This course consists of the following 5 modules

Module 1	Professionalism & Personal Presentation • Developing the right attitude • Building confidence and self-image • Dress code and grooming • Personal hygiene standards • Positive body language • Understanding the role of office upkeep in company image
Module 2	Workplace Etiquette & Communication Skills • Etiquette in the office environment • Greeting colleagues and visitors professionally • Entering and exiting workspaces respectfully • Handling complaints with professionalism • Effective communication and active listening • Customer service mindset for support and cleaning staff
Module 3	Time Management & Stress Control • Basic telephone etiquette for frontline support • The importance of customer service in office roles • Using time effectively and avoiding time wasters • Working with cleaning and service checklists • Managing workplace stress • Prioritisation techniques for daily cleaning and refreshment duties

Module 4	Serving Refreshments & Hygiene Standards • Serving tea and refreshments to colleagues and customers • Tray setting and professional presentation • Using stock control sheets • Kitchen hygiene: cutlery, kettles/urns, fridges, and cloths • The power of bicarbonate of soda in cleaning • Kitchen checklists for hygiene compliance • Restroom cleaning: rosters, hygiene, and safe practices • Boardroom/meeting room setup and weekly planning • Professional hosting skills for internal and external visitors
Module 5	Office Cleaning Excellence • The ten golden rules of cleaning • Preventing dirt and clutter in the workplace • Cleaning crises and special situations • Organising and focusing cleaning systems • Tools, products, and safe handling • Everyday office cleaning: • Air conditioners, artwork, and furniture • Computers, keyboards, and telephones • Glass, windows, and doors • Floors, waste bins, drains, and doormats • Plants and flowers • Cutlery, crockery, and coffee makers • Eco-friendly alternatives to common cleaning products

Additional Information

Duration	1 Day	
Includes	• Comprehensive Training Manual • Lunch & Refreshments (not applicable to on-site / online training)	• Electronic Certificate (on successful completion of the course) • Electronic Delegate Feedback Questionnaire