

the franchise evolution

JUN 2021

FORECOURT ATTENDANT Training

Designed for Company- and Dealer Owned Sites!

ESSENTIALS:
1 day @ R985*
min 10 delegates

ADVANCED:
2 days @ R1,585*
min 5 delegates

*excl VAT

Who should attend

- Forecourt Supervisors / Managers
- All Forecourt Staff
- Individuals interested in working at a Forecourt

Course Content

1. The Forecourt and Products (Fuels, Lubes, LPG, EV)
2. Understanding the Energy Industry
3. Forecourt Safety Essentials
4. Housekeeping and Maintenance
5. Marketing and Up Selling Skills
6. Delivering Top Customer Service
7. Managing Payments and Preventing Fraud
8. Wetstock and Fuel Deliveries Management
9. Performance and Target Achievement
10. Your Role and Commitment in the Team
11. Personal appearance and professionalism

About the training

- Cutting edge, industry related module content
- Option for custom Franchisor content (additional)
- Minimum class delegates
- Delegates will receive a certificate of completion

WHY CHOOSE THE FRANCHISE EVOLUTION ?

Based in Randburg (Johannesburg), with capability to deliver training across Southern Africa, face-to-face or virtually. We utilize an agile and modular structure per cohort, facilitated by passionate experts with almost 100 years cumulative retail, franchise and operational experience. TFE is majority black owned and a proud Level 2 BBBEE contributor.

CONTACT US TODAY: TRAINING@FRANCHISE-EVO.CO.ZA OR +27827705670