



OBT Course Outline

INDUCTION PART 2 – DELIVERING A COLLEGE WELCOME

<i>Main Aims and Key Benefits:</i>	Help new staff to consider the behaviour required in a college environment and the needs and expectations of their customers and colleagues in order to promote customer satisfaction.
<i>Course Content:</i>	<ul style="list-style-type: none"> ▪ Demonstrating positive values when creating the right first impression ▪ Meeting customers needs and expectations ▪ Dealing with customers/colleagues in a professional manner
<i>Training Methods:</i>	<ul style="list-style-type: none"> ▪ Syndicate Exercise/group discussion
<i>Who will benefit:</i>	For front of house and back of house employees and those having to deal with complaints. All new college staff.
<i>Duration:</i>	3 hours
<i>Certification:</i>	OBT and Progressive Training
<i>Training Provider:</i>	Progressive Training