

## **OBT Course Outline**

### **DELIVERING A COLLEGE WELCOME**

<b>Main Aims and Key Benefits:</b>	A programme focussing on customer service and communication between departments. Also useful for those in a position to handle challenging customers or complaints.  <i>NB: This course is useful delivered as an in-house programme to improve communication and cooperation between departments.</i>
<b>Course Content:</b>	<ul style="list-style-type: none"> <li>▪ Creating a positive first response</li> <li>▪ Promoting British and College Values</li> <li>▪ Customer's needs and expectations</li> <li>▪ Behaviours when dealing with customers/colleagues</li> <li>▪ Verbal and non-verbal communication</li> <li>▪ Communicating with customers with specific needs</li> <li>▪ Dealing with challenging customers</li> <li>▪ A procedure for handling complaints professionally</li> </ul>
<b>Training Methods:</b>	<ul style="list-style-type: none"> <li>▪ Syndicate exercises/group discussion</li> <li>▪ Role plays</li> </ul>
<b>Who will benefit:</b>	Front of house and back of house employees and those having to deal with complaints
<b>Duration:</b>	1 day
<b>Certification:</b>	OBT and Progressive Training
<b>Training Provider:</b>	Progressive Training