



OBT

## OBT Course Outline

### DELIVERING A COLLEGE WELCOME

<b>Main Aims and Key Benefits:</b>	<p>A programme focussing on customer service and communication between departments. Also useful for those in a position to handle challenging customers or complaints.</p> <p><i>NB: This course is useful delivered as an in-house programme to improve communication and cooperation between departments.</i></p>
<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