



OBT Course Outline

INDUCTION PART 2 – DELIVERING A COLLEGE WELCOME

Main Aims and Key Benefits:	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.
Course Content:	<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
Training Methods:	<ul style="list-style-type: none"> ▪ Syndicate exercise ▪ Group discussion
Who will benefit:	For front of house and back of house employees and those having to deal with complaints. All new college staff.
Duration:	3 hours
Certification:	OBT and Progressive Training
Training Provider:	Progressive Training