



# Details of Taster Courses:

All taster sessions will last for three hours and give learners an understanding of the subject matter, what they will be asked to do for on the course and the qualification they will attain on successful completion.

In addition learners will be informed of how their new skills will increase their chances of gaining employment as well as the particular roles that may suit them.

## **Introduction to hospitality...**

On this session learners will discover the basics of the hospitality industry including the wide variety of outlets that offer these types of services. In particular they will learn what types of job roles are available in various outlets. In addition the typical job roles that are available in the industry as well as finding out where they can obtain further training and gain qualifications.

## **Understanding customer services in a retail business...**

Learners will find out that customer services aren't just about a desk at the front of the store. It covers the whole business, from making items easy to find, how shops provide information to customers, how to record and deal with complaints efficiently as well as the important aspect of finding out what customers need. Job opportunities and the general skills that employers require are also covered.

## **Retail Sales...**

This session goes through the important skills that are required to be a successful sales person. Added to this learners will discover the psychology of the sales process and the techniques such as rapport building, finding out what a customer really wants, product demonstrations, how to greet customers effectively, the use of body language and proximity in relation to customer facing roles.

## **Introduction to using tablet computers...**

The growth of tablet computers over recent years has been huge. On this introduction learners will have the opportunity to use an ipad and perform some basic functions. They will also find out what the elements of the course are, such as the using email function, surfing the internet to find information, using the camera and video facility, the calendar/ diary options and much more.

## **Basic IT skills...**

Using IT today is an essential skill. This taster session is ideal for people who are new to this area, or for those who may be fearful of using technology. Learners will discover that the course will cover how to use popular software packages such as Microsoft Word, as well covering basic computer functions. In addition learners will go through the basic of surfing the internet and how to send and receive emails.