

Welcome All - Information Sheet

Course Aim: Welcome All is a one day training programme which aims to improve the service that you offer customers with disabilities and specific needs

Duration 1 Day
Timings Start 9.15am – Finish (Approx) 4.30pm

Do I need previous knowledge and skills?

No

Who is the course intended for?

Students or members of staff that work within accommodation and catering, travel and transport, leisure and entertainment, retail.

What will I gain from the course?

The knowledge and skills to provide facilities and services that meet specific needs and expectations of people with a disability. Ability to provide a really warm welcome and high standards of service for all our customers.

What does the course cover?

- The benefits of providing excellent service to customers with a disability
- Your responsibilities as a service provider under the Disability Discrimination Act
- What customers with a disability need and expect
- Ways to adopt a positive approach to meeting these needs and expectations
- How to welcome customers with specific needs and communicate effectively with them
- Ways in which you can improve accessibility where you work
- Action points to improve the service that you offer to customers with disabilities and specific needs

Course Method

Discussion groups
Video presentation/clips
Case studies and activities

Assessment

A short multiple choice test, completed at end of the day.

Next steps

Leading directly on to any of the other Welcome to Excellence courses, which builds upon and extends the knowledge developed and the NCFE qualification or Level 2/3 NVQ Welcome Management

If you require any further information, please contact:

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