

West Coast 360 & Skill Up

Free Hospitality and Leisure Industry
Training Opportunities

To support our local businesses to get ready after Covid restrictions are lifted, West Coast 360 and Skill Up West Somerset are pleased to offer FREE training to employers, their staff and anyone interested in working in the hospitality and leisure industry.

West Coast 360 Ambassador Programme. This online training programme is designed to improve the service that visitors receive. The course takes approximately 2 hours and can be completed at anytime.

To register please go to: www.westcoast360.co.uk/ambassador-programme

Welcome Host Gold Customer Service. The online course will run on 2 separate days
Tuesday 4th and Friday 7th May 2021 from 10.00-12.30 via Zoom.

Attendance on both days is required to achieve the certificate. The course is fully funded on completion of the WC360 Ambassador Programme
www.westcoast360.co.uk/ambassador-programme

The Welcome Host Gold is a highly recognised training programme that covers the core skills needed to deliver excellent customer service.

The course covers:

- developing proactive communication skills
- recognising different customer expectations and how to meet them
- better understanding of frontline sales and service role
- becoming confident in tackling difficult situations effectively
- learn why teamwork is vital in a customer-facing environment

For more information on the course please go to
[Welcome Host Gold | Welcome to Excellence](#)

To register your interest in the Welcome Host Gold training please scan or email a copy of your Ambassadors certificate to c.blake@somersetwestandtaunton.gov.uk
You will receive confirmation of your place on the Welcome Host Gold course.
PLEASE NOTE: PLACES ARE LIMITED.

Skill Up
West Somerset
Apprenticeship & Skills Advisory Service



FREE Online Courses delivered by Somerset Skills & Learning

Returning to Work During and After Covid. Duration 25 minutes

Whether you are soon to return to work, or even if you already have, this training course can offer workplaces some guidance and some simple steps that can be taken to ease you into a new normal after and during Covid.

Course assessment: This course concludes with a multiple choice test with a downloadable and printable certificate

To register please complete the form at [SHORT COURSE REGISTRATION](#)

Level 1 Food Safety & Hygiene. Duration 50 minutes

Food Safety and Hygiene Level 1 provides a good understanding of food hazards and food poisoning; covering contamination, personal hygiene, cleanliness in the food preparation area, and the storage and temperature of food. It also looks at waste disposal and food pests.

Course assessment: This course concludes with a multiple choice test with a downloadable and printable certificate.

To register please complete the form at [SHORT COURSE REGISTRATION](#)

Level 2 Food Safety & Hygiene. Duration 70 minutes. This training builds on and includes Food Safety & Hygiene Level 1 training.

This is an in-depth course which builds on a basic knowledge of food safety in the workplace - whether in Food Manufacture, Hospitality or Retail. It covers all that you need to know about food hazards and food poisoning, with clear explanations of the various ways in which food can become contaminated; personal hygiene; cleanliness in the food preparation area; safe storage; cooking; and chilling. The course also looks at Food Safety Management Systems (including HACCP), record keeping and legal requirements for food premises.

Course assessment: This course concludes with a multiple choice test with a downloadable and printable certificate.

To register please complete the form at [SHORT COURSE REGISTRATION](#)

Food Allergy Awareness Training. Duration 35 minutes

Anyone who works with food needs to know about allergens and allergen labelling. They particularly need to be aware of the changes to the rules which were introduced in December 2014.

Course assessment: This course concludes with a multiple choice test with a downloadable and printable certificate. In addition, brief in-course questionnaires guide the user through the sections of the training and are designed to reinforce learning and ensure maximum user engagement throughout.

To register please complete the form at [SHORT COURSE REGISTRATION](#)

First Aid at Work Refresher Training. Duration 80 minutes

This IIRSM Approved First Aid at Work Training is the perfect course for workplaces of all sizes, regardless of their industry. Please note that this online training course does not give you full competency in First Aid. It provides general awareness but should not be used as a replacement for practical training. Always seek medical advice in case of an emergency.

Course assessment: This course concludes with a multiple choice test with a downloadable and printable certificate

To register please complete the form at [SHORT COURSE REGISTRATION](#)