

Bridges into Work, The College Merthyr Tydfil is offering a 5 day **FREE** Hospitality Sector Skills training course to individuals who are interested in working within the hospitality, leisure and tourism industry.

If you are interested in attending this course and meet the project eligibility, please ring Steve for further information on 01685 726124, or email s.douglasroberts@merthyr.ac.uk

Project Eligibility:

- **Aged 16 or over**
- **Unemployed or working less than 16 hours per week**
- **Studying less than 16 hours per week**
- **Living in Merthyr Tydfil**
- **Not on the Work Programme or Work Choice**

<p>Hospitality Sector Skills Course DAY 1 Introduction followed by: All Wales Manual Handling Passport A-B Level 2</p> <ul style="list-style-type: none"> ▪ Manual handling injuries ▪ Avoid muscular-skeletal injuries ▪ Legislation ▪ Ergonomics and risk assessment ▪ Principles of safer handling ▪ Team handling ▪ Communication ▪ How to safely lift an object from the floor 	<p>Email or ring Steve Roberts at the Bridges into Work office, located at Crownford House, Swan Street to register your interest</p> <p>Tel No. 01685 726124 Email. s.douglasroberts@merthyr.ac.uk</p>	<p>Crownford House Swan Street</p>
<p>Hospitality Sector Skills Course DAY 2 World Host Award Principles of Customer Service Level 2</p> <ul style="list-style-type: none"> ▪ Purpose of Customer Service ▪ Welcoming People Skills ▪ First Impressions ▪ Communication Process • Effective Listening 	<p>FORMS PART OF 5 DAY HOSPITALITY SECTOR SKILLS COURSE</p>	<p>Crownford House Swan Street</p>
<p>Hospitality Sector Skills Course DAY 3 Food Safety in Catering Level 2</p> <ul style="list-style-type: none"> ▪ Basic Microbiology ▪ Food poisoning and food borne disease ▪ Contamination and prevention ▪ Purchase to service ▪ Personal hygiene ▪ Design and construction ▪ Food pests and controls ▪ Cleaning and disinfection • Food Safety Legislation 	<p>FORMS PART OF 5 DAY HOSPITALITY SECTOR SKILLS COURSE</p>	<p>Crownford House Swan Street</p>

<p>Hospitality Sector Skills Course DAY 4</p> <p>Emergency First Aid Level 2</p> <ul style="list-style-type: none"> ▪ Health and safety (First Aid) regulations ▪ Managing an incident ▪ The priorities of first aid ▪ Treatment of an unconscious casualty ▪ Resuscitation ▪ Shock ▪ Choking ▪ Seizures ▪ Bleeding • Common workplace injuries 	<p>FORMS PART OF 5 DAY HOSPITALITY SECTOR SKILLS COURSE</p>	<p>Crownford House Swan Street</p>
<p>Hospitality Sector Skills Course DAY 5</p> <p>Practical Skills:</p> <ul style="list-style-type: none"> • EPOS system • Laying tables • Taking orders • Clearing/stacking & carrying • Cleaning surfaces & tables 	<p>FORMS PART OF 5 DAY HOSPITALITY SECTOR SKILLS COURSE</p>	<p>Neighbourhood Learning Centre, Gurnos</p> <p>Guest Keen Club, Dowlais</p>