

Leisure and hospitality [sports instructor/Group leader]

Some of the assignments the students need to do;

1 The student is available for guests

A He /she can welcome the guests

B He/she can give information about PGL/and surrounding areas.

C He/she can answer questions from the guests

2 The student does administrative work

A He/she can assist at the front-office and use the computer (can see it on paper with line manager)

B He/she can welcome guests and use booking forms.(can see them on paper with line manager)

C He/she can note special needs and wishes from guests.

D He/she can collect money, and work with invoices.

3 The student keeps track of activity materials.

A He/she can check the stock of activity materials.

B He/she can warn when stock gets low.

C He/she can order activity materials.

4 The student can deal with complaints.

A He/she can deal with complaints of the guests.

B He/she can estimate the seriousness of the complaint.

C He/she can find out about the origin of the complaint.

D He/she can sometimes give solutions for the problems

E He/she can pick the best of two solutions.

F He/she decides [within her/his limits]how the complaint is handled.

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