

4 Quartets

Applied courses for the tourism industry

Fræðslunetið - símenntun á Suðurlandi has organised 4 applied courses for travel and tourism companies. The courses are taught within the company itself or on the premises of Fræðslunet at Selfoss, Hella, Hvolsvöllur, Vík, Kirkjubæjarklaustur or Höfn in Hornafjörður. The courses can be presented to several companies at once if required. Available in English as well with a polish interpreter. A 10% discount applies if two or more courses are bought.

Base price pr. person: 8 lessons 15.920 | 12 lessons 23.880



Tourism industry, environment and culture - 8 lessons

- Laws and regulations on the security of hotels and restaurants in Iceland.
- The Reception – communicating with clients and efficiency.
- How to excell in our services. What makes the company unique?
- The environment – connecting sustainability to the yield and lifetime of the industry.
- Company history, the local environment and the context of the industry.
- The traveller, encouragement, experience and possibilities for recreation.
- Attraction, recreation and facilities with regard to different groups of clients.



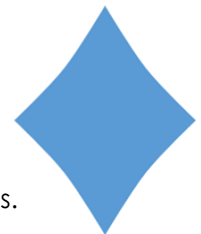
Service and hospitality - 12 lessons

- Versatility – many locations and different focuses.
- Answering e-mails and phone calls. Communication with others in the industry.
- Different cultural landscapes – every new day brings a new challenge.
- Demanding / difficult clients, how to react.
- Communication, professional approach, conversation techniques.
- The Sales Dialogue – food, wine and recreation.



Human resources and the workplace - 12 lessons

- Security - reaction plans because of accidents, illness, fire or death.
- Job descriptions: assignments and qualifications. Rights, obligations and ethics.
- How to meet and greet new employees.
- Working under pressure, coping strategies, critical and creative thinking.
- Flexibility - how to solve daily assignments, how to deal with the unexpected?
- Codes of dress – Conduct and cleanliness. Personal hygiene at all company locations.
- Environmental and quality system.



Food handling - allergies and intolerances - 8 lessons

- How to store, pack and handle food.
- Storage limits, germs and bacteria.
- Usage of hygienic chemicals with regard to content and the environment.
- Main characteristics and labels on common allergens/intolerant chemicals.

