

Kitchen skills

Modern Vegetarian

11th November Ashburton Cookery School

Times: 9.30am-4.30pm

Price: £75 + VAT

This course is an ideal way of improving your vegetarian cookery or simply learning how to prepare meat-free dishes which are healthy and beautifully presented. The focus of this course is on skilful cooking using garden-fresh Devon produce to create mouth-watering meals which are light and easy to prepare yet visually stunning and simply delicious.



Taste of the West Country Cookery

30th November Ashburton Cookery School

Times: 9.30am-4.30pm

Price: £75 + VAT

What could be better than sampling the burst of flavours from our local producers? The West Country is arguably the region producing the finest quality in the UK. Old Devon recipes will be used with a modern twist and each season we will showcase all that is best about our West Country food and drink to inspire you!



BII Offer to Members

The BII are offering members £50 off the cost of BIAB training courses, including Personal Licence Holders.

For more information contact: Business Link at skills@blpeninsula.co.uk or 0845 600 9966

Contact Devon County Council for eligibility



To book any of the featured courses, please contact:

tourismskills@devon.gov.uk 01392 382245

www.devontourismadvice.co.uk

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Tourism Skills Network
South West



Devon
Tourism Skills
Network



Subsidised Training for Tourism & Food and Drink businesses

Autumn 2010



skills...success...

Devon

Making a name for your business

AdWords and Social Media

18th November Ivybridge
25th November South Molton
8th December Exeter
9th December Paignton
Times: 10am – 4.30pm
Price: £50 + VAT

AdWords is Google's pay per click service and used well can add a great dimension to your SEO campaign. Used badly and they can cost a lot of money, so find out the hints and tricks to successfully run an AdWords campaign.

What can Twitter, Blogs, Facebook and Linked In do for your marketing? What are they? How do you get them working together? Why blog? This practical session explores the Whys and Hows of online marketing, and how to link and make the best use of the full range of social media tools to help get your message out.

Web Health Check

17th November Tedburn St Mary
24th November Bovey Tracey
Times: 5.30pm - 8pm
Price: Free

These 2 networking events will be focussing on Digital Matters. These events are part of the second web health check programme which includes a free professional consultancy phone appointment with a follow up action plan to make your website bring in the customers!



Customer service courses

Welcome Walkers and Cyclists

16th November Newton Abbot
14th December South Molton
Times: 9.30am – 1pm
Price: £30 + VAT

Aimed at accommodation and other tourism businesses in the vicinity of popular cycle trails and footpaths, this stimulating course will help provide a higher quality experience for the growth market of walkers and cyclists. The programme also provides guidance on meeting the criteria of the VisitBritain charter mark schemes.

International Visitors

8th December Totnes
Times: 10am – 1pm
Price: £30 + VAT

This programme is designed to help employees in the tourism or hospitality sector communicate successfully with international and national visitors and to provide high standards of service. This training is concentrating on practical tools to raise the awareness of Cross Cultural Communication, differences in cultures, from which potential mis-understandings can arise. It will show the participant the importance to cause the first right impression.

Welcome All

9th December Tiverton
Times: 10am – 4.30pm
Price: £55 + VAT

Welcome All recognises that it is the environment which causes problems for many people with mobility or sensory disabilities. The programme provides participants with practical advice and cost-effective ideas to enhance service quality for customers with disabilities and specific needs.

Business Management

Leadership, Management and Motivation

16th November South Molton
9th December Newton Abbot
Times: 10am – 4.00pm
Price: £50 + VAT

An introduction to some of the management techniques and practises that will help you get the most from your team and help develop your leadership and management skills. Practising the skills learned on this course could increase your staff productivity by 20%!

Litigation Surgery - ACAS

11th November Torquay
Times: 10am – 1pm
Price: £30 + VAT

This workshop we will look at the effect the ACAS code of practice is having on handling the most common types of workplace problems such as disciplinary, capability, and re-organisation. You will look at procedures in respect of misconduct and poor performance and give you some practical tips and guidance on the steps to follow to help you better manage these situations – all with the new code firmly in mind.

Litigation Surgery - Redundancy and Re-organisation

7th December Okehampton
Times: 10am – 1pm
Price: £30 + VAT

This workshop is definitely for you if you need to make redundancies, downsize, expand or restructure your business, change the roles of individuals within departments or teams, re-locate staff or revise or update employment terms and conditions

Employability Skills

23rd November Exeter
Times: 10am – 4pm
Price: £50 + VAT

Do you have new members of staff? Staff new to the sector? This day course will include information team working, handling customers, complaint handling, problem solving. ...these skills will enable new members of staff to be confident and feel part of the team in no time!

Access for All Workshop

3rd November Exmoor
Times: 10am – 3pm
Price: Free

Visit Devon is hosting its second 'Access for All' workshop on Wednesday 3rd November. Learn how simple, low cost changes can improve accessibility and make your business appeal to a wider range of visitors.



All these courses are subsidised by funding made available from Devon County Council. They are open to all tourism and food and drink businesses of any size.