

CONCIERGE and SECURITY OFFICER

Ref. CSO 1



Foundation training for the Security Officer / Concierge

WHO SHOULD ATTEND?

Personnel responsible for maintaining the safety of staff, public and premises—Hotel Concierge, Receptionists, Front Office Managers.

Those operating in commercial, government, public places, retail environments and industrial sites will derive particular benefit. This is very useful for the hotel environment.

BENEFITS

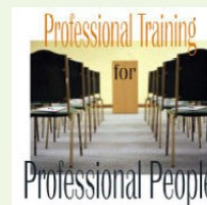
It enables the delegates to build more confidence in carrying out their duties and doing it to international standards.

COURSE CONTENT

- ⇒ Role of the Security officer and concierge
- ⇒ Conflict management
- ⇒ Customer care
- ⇒ Reception duties
- ⇒ Report writing and statements
- ⇒ Communication skills
- ⇒ Lost and found
- ⇒ Information gathering methods
- ⇒ Emergency procedures
- ⇒ Fire
- ⇒ Bomb threats
- ⇒ Search techniques
- ⇒ Law and legal issues.
- ⇒ Health and Safety Matters
- ⇒ Data Protection and Human Rights
- ⇒ Basic data and Backup Management
- ⇒ Guarding and Patrolling techniques

DURATION — 3 DAYS.

AWARD — BL TRAINING CERTIFICATE.



BAMBACE LTD — CCTV, SECURITY & SAFETY—TRAINING and CONSULTANCY — 2010

MOBILE — +233 264 568 568; +233 207 938593 TEL/FAX — +233 302 824142

WEBSITE: www.bambaceltd.com EMAIL: admin@bambaceltd.com cctvtrainghana@gmail.com