

Other Courses are available through our partners, including;

**BII - Personal Licence and others**

**WSET - Foundation, Intermediate and Advanced Wines and Spirits Courses**

**Professional Bartending (Cocktails)**

**Various NVQs in Hospitality, Customer Service and others - funding often available.**

**Please contact us for more details on; [tourismskills@devon.gov.uk](mailto:tourismskills@devon.gov.uk)**



**NEW! Chef Management Training Programme - be the first to take part in this new and innovative programme!**

Developed in partnership with City College Plymouth, a qualification based programme for Chefs working in the industry across the county of Devon. The programme will include study visits, the opportunity to work with other chefs and of course some fantastic lunches!!

The programme is being offered at a subsidised rate for the first pilot which will start in January.

**For more information please contact Teresa Gardner at City College Plymouth; [tgardner@cityplym.ac.uk](mailto:tgardner@cityplym.ac.uk) or 01752 305846**



## BII Offer to Members

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

**For more information contact: Business Link at [skills@blpeninsula.co.uk](mailto:skills@blpeninsula.co.uk) or 0845 600 9966**



**To book any of the featured courses, please contact: [tourismskills@devon.gov.uk](mailto:tourismskills@devon.gov.uk) 01392 382922 [www.devontourismadvice.co.uk](http://www.devontourismadvice.co.uk)**

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Tourism Skills Network  
South West



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**Devon**  
Tourism Skills  
Network



# Subsidised Training for Tourism Businesses

Autumn 2009 - Spring 2010

devon

skills...success...

## Making a name for your business

### PR- Promoting Success

One Day Training Course £40 + vat per person including lunch.

Get the most from good news to create new business. This course introduces you to the value of good news and covers what makes a good story, who to tell, how to communicate your news and generate new leads.

**26th January 2010 (Bideford)**

**23rd February 2010 (Exeter)**

### Web Health Check

One Day Training Course £40 + vat per person including lunch.

If you have ever wondered how effective your website is or think it could be improved, then this is the workshop that you definitely must not miss! The event will be packed full of ideas to help you improve your website and highlights include social networking on 'Twitter', search engine optimisation (SEO) and guidance on professional e mail marketing.

**13th October 2009 (Newton Abbot)**

**10th November 2009 (Tavistock)**

**10th February 2010 (Bideford)**

**16th March 2010 (Exeter)**

### Search Engine Optimisation

One Day Training Course £40 + vat per person including lunch.

A course looking at optimising your website. Including planning and research, on site optimisation, tracking and monitoring performance, and promoting a website through link building.

**16th December 2009 (Ivybridge)**

**27th January 2010 (Exeter)**

**1st February 2010 (Barnstaple)**

**17th March 2010 (Exeter)**

## NEW! Making Social Media

### Work for You

Half Day Training Course £25 + vat per person.

What can Twitter, RSS and Web 2.0 do for your marketing? What are they? How do you get Facebook working with Flickr? Why blog? This will be a practical session exploring the whys and hows of online marketing, and how to link and make best use of the full range of social media tools to help get your message out.

**17th February 2010 PM (Exeter)**

**10th March 2010 AM (Exeter)**

**30th March 2010 PM (Barnstaple)**

**31st March 2010 AM (Ivybridge)**



## Management Skills

### Business Upselling

One Day Training Course £40 + vat per person including lunch.

This workshop show delegates how to maximise every sales opportunity and increase customer service adding to the overall visitor experience.

**1st December 2009 (Ivybridge)**

**2nd March 2010 (Bideford)**

### Motivational Management Made Easy

One Day Training Course £40 + vat per person including lunch.

An introduction to some of the management techniques and practises that will help you get the best 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%!

**4th February 2010 (Exeter)**

## Train the Trainer

One Day Training Course £40 + vat per person including lunch.

This course will help ensure that your team is both motivated and properly equipped to deal with the constantly changing demands of business environments. Involving induction programmes, training methods, instructional techniques and coaching.

**9th March 2010 (Newton Abbot)**

## Kitchen Management

### Maximising Profit in the Kitchen

Half Day Training Course £30 + vat per person including lunch.

With rising food and transport costs, this course is designed to help Chefs look at ways of improving the gross profit generated by their menus.

The course will cover sourcing ingredients, stock control, calculating gross margins, using alternative ingredients, and reducing waste.

**19th November 2009 (Bideford)**

**12th January 2010 (Exeter)**

### Gluten Free Cookery

One Day Training Course £75 + vat per person including lunch.

A one day course held at Ashburton Cookery School to demonstrate how to cook a meal with no gluten or wheat without it being seen as 'different'.

As well as making bread you will work with sauces, pastry and biscuits in addition to looking at new ingredients and product sourcing. A main course accompanied by a glass of wine round off this special day.

**14th January 2010 (Ashburton)**

**24th March 2010 (Ashburton)**

## Additional Training

### Green Awareness Training

One Day Training Course £40 + vat per person including lunch.

Learn how to equip yourself with the skills and motivation to adopt a sustainable approach to your business practices – saving you money, winning you new customers and caring for the environment. The course includes interactive session, practical tips, case studies and opportunities to devise your own plans, and is an excellent foundation for joining the Green Tourism Business Scheme.

**2nd February 2010 (Exmouth)**

**11th March 2010 (Sidmouth)**

### Welcome Jurassic Host

One Day Training Course £40 + vat per person including lunch.

This one day course is designed for all tourism and hospitality businesses associated with the Jurassic Coast. It's a winning combination of quality customer service training alongside valuable Jurassic Coast information to share with guests, customers and colleagues.

**13th January 2010 (Sidmouth)**

**3rd March 2010 (Exmouth)**



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

To book any of the featured courses, please contact:

[tourismskills@devon.gov.uk](mailto:tourismskills@devon.gov.uk) 01392 382922 [www.devontourismadvice.co.uk](http://www.devontourismadvice.co.uk)

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