

WORKING WITH OTHERS

PROBLEM SOLVING

- Following instructions from the supervisor
- Helping other staff
- Attending staff meetings
- Being an effective member of a team

KEY SKILLS

- Identifying a problem
- Solving a problem
- Reviewing methods used to solve problems

- How to speak to customers/pet and animal owners on the telephone

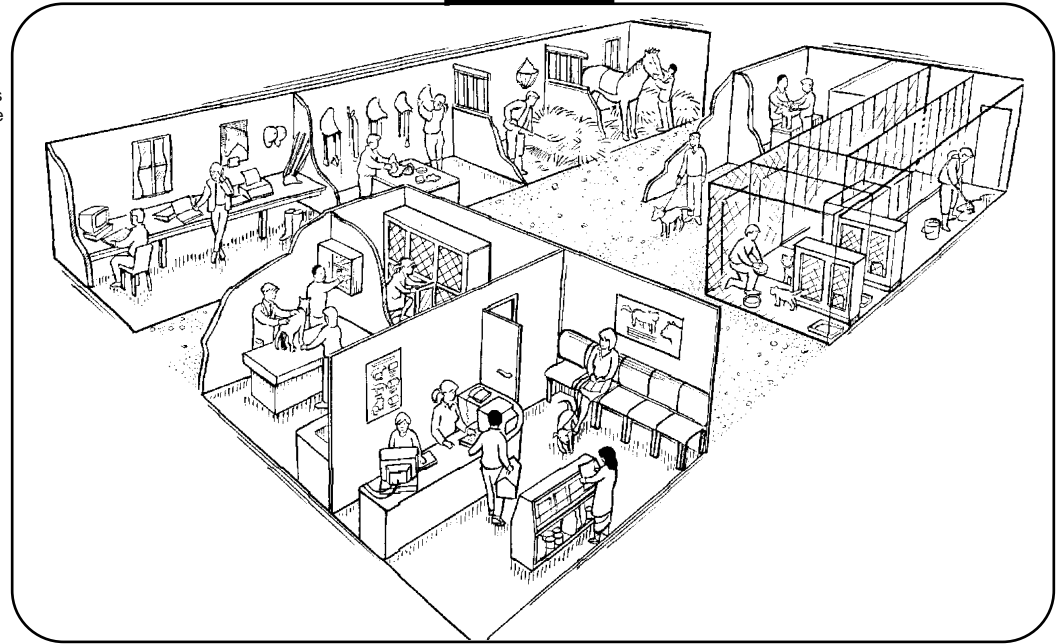
WORK SKILLS

- How to use a computer to record client information

- Cleaning and tidying work area (sweeping, sterilising equipment, tidying surgery, yard, kennels)

WORK TASKS

- Displaying leaflets on stand in reception or waiting room



- Taking appointments (by telephone and from customers at reception)

- Handling and exercising animals

- Preparing food and feeding animals

- Dealing with visitors

- Using equipment (sterilisers and other cleaning equipment, tack etc.)

- Assisting staff (handling equipment)

- How to identify possible health and safety hazards

- How to handle pets and animals correctly

- How to help visitors with special needs

- How to use cleaning materials safely

- How to welcome clients

- How to use equipment safely

- How to take an appointment

- Getting on well with different types of people

- Asking questions at interview

- Presenting yourself well to the employer

- Negotiating your work experience programme

- Having a 'can do' attitude to work

- Understanding the importance of good appearance

- Take part in discussion with supervisor

- Take part in discussions with clients

- Take part in discussions with colleagues

- Using IT to record information

- Evaluating the use of IT in the workplace

- Recognising new skills you have gained

- Setting targets with your supervisor

- Meeting targets and deadlines

- Identifying new skills

- How to speak clearly to pet and animal owners and other staff

- How to keep records

- How to present yourself and give a good impression

- Filing and keeping records

- Making sure you and others follow health and safety rules

- Making up quantities of feed

- Handling money

IMPROVING OWN LEARNING & PERFORMANCE APPLICATION OF NUMBER

COMMUNICATION

INFORMATION TECHNOLOGY