

WORKING WITH OTHERS

PROBLEM SOLVING

IMPROVING OWN LEARNING & PERFORMANCE APPLICATION OF NUMBER

KEY SKILLS

- Asking for help if you don't know what to do
- Attending team meetings and training
- Making sure you have the right equipment
- Helping other staff
- Following instructions from a supervisor

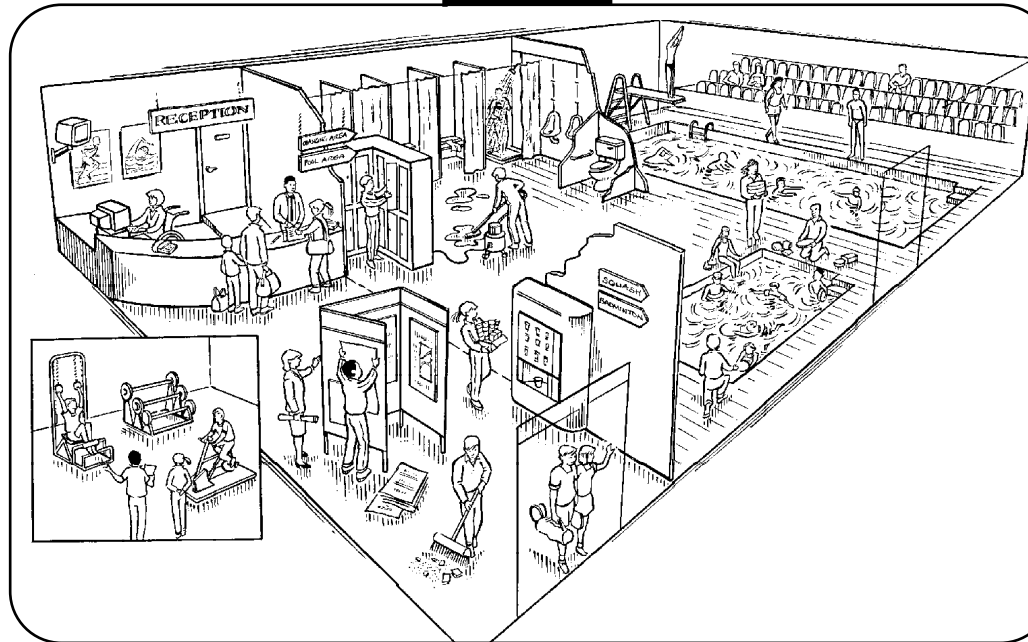
- Identifying a problem
- Solving a problem
- Reviewing methods used to solve problems

WORK SKILLS

- How to behave in an emergency
- How to present yourself and make a good impression

WORK TASKS

- Making sure you and others follow health and safety rules
- Cleaning changing rooms
- Hosing pool side



- Using the tannoy or walkie-talkie

- Setting up and moving equipment

- How to spot hazards

- How to deal with customer complaints
- Setting targets with your supervisor

- Using a photocopier

- Answering the telephone on reception

- How to use equipment

- How to use cleaning equipment and chemicals
- Meeting targets and deadlines
- Identifying new skills

- Dealing with shop stock

- Shadowing a coach

- Making displays for the notice board

- Answering customers' questions

- Making a booking

- How to lift and carry heavy things
- Checking stock numbers

- How to make attractive displays

- How to welcome customers

- How to speak to customers on the telephone

- How to take telephone messages

- Taking part in discussions with customers

- Taking part in discussions with staff and supervisors

- Reading safety procedures

- Making bookings on a computer

COMMUNICATION

INFORMATION TECHNOLOGY

EMPLOYABILITY SKILLS

- Asking questions at the interview

- Preparing well for an interview

- Presenting yourself well to employer

- Getting on well with many different types of people

- Having a 'can do' attitude to work

- Being flexible