Supervisor Skills Program

Duration = 1 x day (Lunch included)

WHY ATTEND THE TRAINING?

Our training teaches learners to understand and accept responsibility as a 'Supervisor', being accountable and ensuring a high level of service delivery, also dealing with compliance issues in all divisions of your fuel retail outlet.

Most important!!!
Understanding that being a 'Supervisor' is a 'non negotiable promise' to accept accountability for your actions and ensuring deliverance of an exceptional standard of service delivery to all customers.

All feedback received from dealers feel that the training has improved service delivery at their service stations and would recommend the training to other dealers. References available on request.

WHAT IS THE TRAINING ABOUT?

Due to the increasing demand for professional supervision and to keep staff performance levels in all divisions within your fuel retail outlet on high alert, the program addresses all areas of service delivery.

- Introduction
- Role & Responsibilities
- Teamwork
- Organizational issues
- Induction process/Recruitment policies
- Motivation
- Applying Standards 1. Safety & Security 2. Service Excellence
- Reporting/On site practical evaluation /Internal Audits/Heartbeat
- Communication
- Dealing with Different Temperaments Closure/Helicopter view
- Workplace assignment/On Site

WHICH TRAINING TECHNIQUES DO WE USE?

- Professional Multi-Media presentation
- CCTV footages

This training program was developed by leading industry specialists, is 100% service station specific and facilitated by accredited subject matter experts.

WHO SHOULD ATTEND?

Management, supervisors, Team Leaders and candidate supervisors.

Entry Requirements:

Learners must be literate (read, speak and write) in English.
Learners must have a basic understanding of Service Station Operations.

Supporting Material:

Every learner will receive a workbook and certificate.

WHERE AND WHEN?

Training dates and locations: See monthly schedule

Conclusion: General

As part of continued training and to ensure that Service Levels in all divisions with regards to Service, Safety and Security is met, the following is advised after training:

Management to establish a Service, Safety and Security committee within their current structures as to deal with all such related issues. Blackbird Training Centre will facilitate and give guidelines in this regard.

The project should span over a period of at least three months and thereafter it should sustain itself.

Kind Regards



Willem Wolmarans

Tel 0224512184 Cell: 07425147823
info@blackbirdtraining.co.za
www.blackbirdtraining.co.za