



Valeting

An interactive training course on: Forecourt Car Wash, Jet Wash and Car Vacs equipment.

The course highlights to staff the **Care Routines, Fault Finding, Complaint Handling, and Sales Initiatives for Car Wash, Jet Wash and Car Vacs** (of whatever make) on the Forecourt.

The interactive learning course also encourages a **pro-active approach towards customer care** and can be used to help foster and develop this attitude change amongst the entire forecourt staff.

The learning design adopted ensures effective engagement of the **Learner by continued interaction utilizing screen prompts to guide** the trainee through the course and those with little or no computer experience will find it easy to use.

- A cost effective solution to your training and ongoing assessment requirements.
- Recorded evidence of training covering safe working practice and legal compliance.
- Progress and achievement that is measurable.
- Consistent, reinforced auditable training.

Having completed the tutorial, a random assessment test is generated and the course records the Learner's progress providing an auditable trail of results and a certificate of completion can be printed for successful students.

This certificate provides evidence of the **underpinning knowledge** required prior to completing a workplace assessment to prove competence. The **certificate should be signed both by the Learner and the Supervisor to authenticate it.** This accreditation of prior learning can contribute towards NVQs.

- Have the course customized to reflect your company's corporate identity, site requirements and company policy.
- Delivery of training can be configured to suit individual company IT requirements.
- Course accreditation can either be in - house or external (e.g. IOSH or ROSPA) depending on your particular requirements.

[please click here](#)

A cost effective solution to your training

Interactive Scenarios

Regardless of the subject matter, all of the learning material that we develop is designed to engage, motivate and challenge the learner through the use of interactive screens which help to improve trainees' knowledge retention. We are now enhancing the learning environment within our courses by adding course specific interactive scenarios that encourage the learner into interactive play further improving the knowledge transfer.

The courses and modules that we create can be used for standalone or as part of a blended learning approach and much of the materials have been designed with both purposes in mind.

Well designed learning materials can be used in many different scenarios, maximising your investments.



[please click image to see demo](#)

[please click here](#)

...training for success



Course Modules

Basic Care Routines

The Daily Check.
The Weekly Check.
The Seasonal Check.

Customer Care

Dealing with a complaint.
Dealing with an incident.
Steps on the Valeting incident documentation.

Fault Finding

Identify faults with the Equipment.
Identify correct steps to deal with the faults.

Customer Care Sales

Identify the need for product knowledge.
Identify the need for promotional initiatives.
Car Wash Club.

Further information on
Forecourt Training products available at:

Interactive Training courses for the Petrol Retail Industry:

Safety First on the Forecourt,
Competent Persons - Assisted/Unassisted Deliveries,
LPG/Autogas deliveries,
Forecourt Working Safely,
Sale of Alcohol,
Fire Training,
PC Training,
Food Safety,
Age Related Sales.

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