

Vending Intelligence Agency Training Courses

Course	Session Length	Content
Train the Trainer Essential Machine Cleaning for Supervisors (Resource Pack)	Full Day	<ul style="list-style-type: none"> • Key train the trainer skills • The benefits of having an effective and efficient cleaning regime • The correct way to effectively clean all types of vending machines safely and efficiently • Understand bacteria, reduce cross contamination and learn proper hygiene procedures • Learn how to design and implement effective training programmes • Practical sessions on cleaning key components such as brewers, grinders and dispensing heads
Company Ambassador Programme	Half Day	<ul style="list-style-type: none"> • The Importance of Excellent Customer Service • Understanding your Customer • Delivering Excellent Customer Service • Successful Communication • Providing Information and Advice • Meeting Specific Needs • Dealing with Difficult Situations • Boosting Business
AVA Engineers Course - Module One - Understanding Water, Filtration and Hygiene	Half Day	<ul style="list-style-type: none"> • Legal obligations and responsibilities • Understanding the sources of water and types of water • Requirements when installing a vending machine • Use of filtration systems and water hardness • Bacteria and how to control it
AVA Engineers Course - Module Two - Excellent Drink Quality and Set-up by Understanding Ingredients	Half Day	<ul style="list-style-type: none"> • Different types of ingredients in the vending process and their origin and manufacture • How water temperature affects the drink quality • What is the perfect drink • Machine set-up data
Health, Hygiene and Safety Training for Vending People On line	2 x 1 Hours	<ul style="list-style-type: none"> • Basic food hygiene and legislation • Correct personal and machine hygiene techniques • Personal safety and security • Transport and vehicle safety • COSHH procedures and methods • Electrical safety awareness • Fire risk awareness and evaluation • Standard third party health and safety procedures

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<p>Management for Vending Supervisors Part One Part Two</p>	Full Day	<ul style="list-style-type: none"> • Managing the group and individuals • Elements of the Supervisor / Manager role • Planning and organising objectives • Effective monitoring and control • Motivational techniques • Effective two-way communication; handling questions, complaints and suggestions • Handling difficult situations • Effective training methodology • Formal and informal appraisal methods • Management responsibility for Health, Hygiene and Safety requirements
<p>Vending Installers Certificate</p>	Half Day	<ul style="list-style-type: none"> • Use of site surveys and correct procedures • Health and safety requirements on client premises • Review of lifting aids and their usage • Meeting the client's expectations • Water systems and procedures for mains water supply • The correct filters and their uses • Effective hygiene practices • Handling difficult situations
<p>Client Services Help Desk Online Part One Part Two Part Three</p>	<p>Online Webinar One Hour One Hour One Hour</p>	<ul style="list-style-type: none"> • Exceptional customer service • Types of incoming calls, problems and the solutions • Understanding service statistics and service level agreements • Effective call planning and prioritisation • Handling field-based staff positively and effectively • Information, systems and procedures for effective help desks • Understanding the importance of targets, chargeable labour, filters and other scheduled visits • Understanding Operator route issues and challenges