



## HTA eLearning courses

### **HTA- Catering (20 minutes)**

This course will help you increase your knowledge of food safety issues including hygiene, food storage, cross contamination and awareness of food allergens.

#### Catering Principles

- The CAFÉ model – customer service, allergens, food safety and environment
  - Food Safety – the 4 C's: cross contamination, cleaning, chilling & cooking
  - Allergens – information on the 14 allergens identified by Foods Standards Agency
  - Catering customer service cycle – greeting, taking orders, clearing tables, close
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### **HTA- Cultivating Sales (20 minutes)**

This course will introduce you to the principles of customer focused sales including what makes a good sales person and knowing your customer and their needs.

- Understanding what makes a good sales person – customer centric approach
  - Know who your customers are and their possible needs
  - Simple sales cycle – welcome, ask & listen, respond & close
  - Create successful interactions with customers
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### **HTA- Customer Service (20 minutes)**

This course will help you understand how to deliver great customer service, why it is important, how to handle complaints and the principles of the Consumer Rights Act 2015.

- The CARE model – courtesy, accessibility, reliability and empathy
  - Why customer service is important – loyalty, profitability & increased market share
  - Simple customer service cycle – welcome, ask & listen, respond & close
  - Customer service scenario - practical exercise
  - Handling complaints scenario – practical exercise
  - Key principles of the Consumer Rights Act 2015
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### **HTA- Health & Safety (20 minutes)**

This course will help you recognise why health & safety in the workplace matters, how key aspects affect you at work and your responsibilities.

- Why health & safety in the workplace matters to the individual and the business
  - Who is responsible for health & safety – Health & Safety at Work Act 1974
  - Health & Safety legislation – PUWER, Manual Handling, COSHH, First Aid, Fire safety, DSE, PPE, Electricity at work, working at height
  - Key aspects of health & safety at work – fire arrangements, slips & trips, manual handling (risk factors), hazardous substances, hazard symbols
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### **HTA- Lawncare (30 minutes)**

This course will help you understand what lawns need, types of lawncare products available and enable you to advise customers on lawncare.

- What customers want from their lawns
  - Lifecycle of a lawn and key lawncare tasks – Spring/Summer, Autumn and Winter
  - Types of lawncare products available & their benefits/disadvantages – feed, weed control, moss control; single, dual action, triple action; granular, soluble and liquid
  - Understanding the product label
  - How to advise customers on some of the most common lawncare problems – lawn scorch, weeds, moss, insect infestation, fungal disease, drought & pet fouling.
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### **HTA- Plant Area Care (20 minutes)**

This course provides an overview of the 3 key areas of plant area care; being knowledgeable about stock, maintaining healthy plants and keeping the area safe.

- Understanding plant terms - hardy annual, biennial, alpine, ericaceous, perennial, shrub, tree, evergreen, deciduous, etc
  - Stock knowledge – rose varieties
  - Stock deliveries – quality checklist, rejecting unsaleable plants
  - Maintaining plants in a nursery fresh condition – watering regime, protecting plants from different weather conditions
  - Plant area safety
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### **HTA- Using Garden Plant Protection Products Safely (30 minutes)**

This course will help you understand the labels of garden plant protection products and how to advise customers on their use, storage and safe disposal.

#### Scenario 1

- When to use a selective or non-selective weed killer
- How to use concentrate and Ready to Use products

#### Scenario 2

- How residual weed killers work and how to use them safely
- How to dispose of any unused product and the container safely

#### Scenario 3

- How to use Garden Plant Protection Products safely with children and pets around
- How to store them safely at home
- How much product to use

#### Scenario 4

- When to spray and how to apply Garden Plant Protection Products
- How to avoid risks to wildlife and the environment when using them

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### **HTA- Visual Merchandising (20 minutes)**

This course will help you understand what visual merchandising is, why it's important and how to create a pleasurable shopping environment that leads to sales.

- What is visual merchandising – inspiring customers, driving up sales, creating linked sale opportunities
- Creating an effective display – symmetry, asymmetry, repetition & alternation
- Principles of visual merchandising – hotspots & promotional areas, link selling layout, signage & ticketing, impulse points