



Nelson College London

Employability & Progression

Handbook



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Introduction

Many students are unaware of the work of the Employability and Progression Department, so this document hopes to lay out in full the different types of support from this department as an easy reference. Our services are not found in the curricula of the courses at NCL, however, as students and alumni, it is vital to develop workplace skills and awareness in order to ensure can take your career goes as far as you want it to go. The services and networking opportunities students can take advantage of are listed below, as well as examples of advice and guidance.



from left to right: Farah, Mary-Jo & Daniela

Departments launch

The brand-new Employability and Progression (E&P) Department launched on 01/03/2024! This change resulted from over a year of consultations and decisions stemming from a root and branch review of the inner workings of the previous department, the Knowledge Exchange Centre. It was decided that to better serve and support our students, the old department should be split into three distinct, yet close working departments – the E&P Department, the Design and Media Department and the Student Engagement & Alumni Department.

The E&P will continue to work closely with students to support with the Career Advisory Service (CAS) through career moves, job applications, the Careers Hub and Work-Based Learning. The E&P is managed by Azeezunnisa (Farah) Maiz; the Assistant Manager is Mary-Jo Appaqaq and the department is supported by our E&P Assistant, Daniela Chitic.

Work-based learning

Work-Based Learning provides the opportunity for students to use an authentic work context as a key component of learning and assessment. All students undertaking a Foundation Degree (Hospitality Management or Business) are required to complete a 96-hour work placement in support of their studies which takes place in the 2nd semester of the 2nd year, with preparation beginning from the 1st semester of the 2nd year. See the table below for examples of availability and completion of hours.

	PROJECTIONS TABLE				
	Days (8-hours) Spent at Work Placement/Week				
	1	2	3	4	5
Week 1	8	16	24	32	40
Week 2	16	32	48	64	80
Week 3	24	49	72	96	+2 days
Week 4	32	64	96	Assignment completion and submission	Assignment completion and submission
Week 5	40	80			
Week 6	48	96			
Week 7	56	Assignment completion and submission			
Week 8	64				
Week 9	72				
Week 10	80				
Week 11	88				
Week 12	96				
Week 13	Assignment completion and submission				
Week 14					
Week 15					

The placement is essentially work experience in support of your studies. You will complete a project during your placement as well as duties assigned to you by your placement employer.

Question

Can I complete my placement outside of my field of study?

Answer

The FdA courses are validated by the University of West London. Nelson College must therefore encourage students to apply their learning to work experience as well as enable students to develop personally and professionally by providing opportunities for them to reflect on the integration of work experience with their academic study. A work-based learning placement must therefore be reflective of their industry of study (Business or Hospitality) and cannot be completed outside of their field of study.

On completing the module, they will be expected to be able to:

1. Evaluate the business environment and management practice of the organisation.
2. Audit their personal and professional development within the work-based environment.
3. Take responsibility for their learning within a work-based setting including identification of personal and professional learning and development needs for their proposed future career role.
4. Plan and undertake a work-based project.
5. Monitor and evaluate their progress of the work-based project.
6. Reflect upon and evaluate their experience and learning at work.

Students will be guided in the process of sourcing, selecting and approaching an employer, supported by the Work-Based Learning Officer (WBLO). Once an employer has agreed to accommodate a placement, the WBLO will schedule a meeting to ensure the site's safety, build a relationship with the employer and confirm the start date for the placement. Students are expected to attend guided workshops where they will be oriented with techniques and methods that can be applied in the workplace.

Additionally, they will be supported to find a work placement with tailored one-to-one sessions provided to improve their interpersonal and employability skills. Regular opportunities to discuss your progress in the workplace, the portfolio and your work-based project with your Lecturer and the Module Leader.



Question

Can students complete their placement at their current place of work?

Answer

A placement at a current place of work would have to meet the following criteria in order to be approved:

- They did not use their experience in place of an acceptable education criteria to gain entry to the course
- Their current employment is in the industry relevant to their studies
- The manager agrees to the work placement
- They are not the owner of the business
- Their project for the placement includes responsibilities that are out of their normal duties

Career advisory service



Mock interviews have been a popular selection with our student jobseekers as well. Simply provide the job ad for the interview, along with your CV and we can design a list of 10 practice questions that might be asked during the interview. Students will receive on-the-spot feedback, as well as detailed notes for improvement.



Many students have struggled with job-search techniques. We can help by taking you through a few different search techniques to identify new jobs in your local area that you might not have been previously aware of. We can also help ensure your job board profiles are on point and get you noticed by recruiters and employers alike!



Struggling with your LinkedIn profile? Don't know where to start? Book a CAS session to get a detailed explanation of the features and functions of the platform, as well as advice on how to continually polish your profile with skills, links, a strong bio and content advice.

Career advisory service

Tell me about yourself

When it comes to interview questions, this is, hands down the most dreaded one out there. It's tough to answer because, of course, it's hard to know where to start when you are asked to sum up everything about yourself in only a few minutes' time.

This can indeed seem a daunting question, not least because of the sheer ambiguity of the question. Think about your answer from the perspective of the interviewer – what information are they looking for?

It might be easier to start by mentally ruling out the kinds of things that are not of interest. An interviewer would not be particularly interested in learning about your extensive stamp collection, vintage video game obsession or the book on your bedside table. As a starting point, did you make a Personal Statement on your CV? You might consider drawing out some evidence in support of that statement. Don't just repeat the statement; if, for example, you have put 'excellent project planner', you might explain your passion for executing detailed projects, and following through on assignments that take a longer time frame and require collaboration. You could recount some of the details on how you planned for a recent project - and if the plans were successful. This is not the place for hobbies and interests – UNLESS it is directly related to the industry you're

applying to. If you're applying to a job in a tech gadget shop, then definitely mention your collection of 90s tech memorabilia and how you keep up to date with the latest emerging trends. However, if it's unrelated to the industry, give it a miss at this stage. They'll have plenty of time to get to know your quirks when you get the job!

They are also probably not interested in learning your whole life story. They don't need to know about your fear of spiders or that time you broke your arm when you were five.

What they really want to know are details such as how you became interested in the industry you're working in (or applying to work in), and how you have pursued that in your career to date. What do you like about that industry? What first ignited your passion for it? If you can, think of an example of a recent achievement that embodies the spirit of that industry. Finally, wrap up this answer with a description of your style of working, your strengths and transferrable skills.

Hope this helps!



NCL careers hub

The NCL Careers Hub is a fantastic online resource designed to support students with jobseeker skills, confidence and learning on a 24-hour basis. An extensive toolkit is included which helps our students to build and edit a CV, build a cover letter, undertake aptitude tests and assess your interview technique.

To provide full flexibility, there are also smartphone applications that support the NCL Careers Hub; these are available directly from both the Apple and Android app stores.



Employability workshops and networking events

Every year we attend job fairs in the London area, as well as local job fairs and volunteering fairs organised by Redbridge Council. Keep an eye on your inbox and posters around campus for registration codes and availability, as we're always looking for students to bring along to these events.

We have recently launched the Knowledge is Power (KiP) Workshops. These are 30–60-minute workshops dealing with a wide variety of workplace topics. They are available as a 1-2-1 CAS session, delivered virtually via the Teams app, or in person in a group setting. With a 1-2-1 session you will get the dedicated attention of a member of the E&P team to take your questions and ensure you have absorbed all the information.

Titles include:

- UK Statutory Employment Rights
- Soft Skills
- Unions
- CV Writing
- Workplace Communication
- Recruiting for your Business
- Bad Employers
- LinkedIn
- Multi-Level Marketing schemes, Pyramid schemes and Ponzi schemes
- Time Management Techniques
- Coping Resources in Mature Students
- The Dreaded Cover Letter
- Whistleblowing

If you'd like to explore the titles or book a workshop, contact Mary-Jo at mj.appaqaq@nelsoncollege.ac.uk



In addition, these titles are all run during our semesterly Enhancement Weeks – 2 weeks at the end of each semester where we present our workshops to students on-campus. We're always adding new titles and topics for discussion for our workshops, so keep an eye on the latest additions, and if you have an idea for a workshop don't be shy! Let us know!

We also run semesterly Careers Hub login workshops to ensure all students are able to access the NCL Careers Hub, and receive support with any login issues.

We regularly scour the internet and scout social media for upcoming job fairs that our students might be interested in attending. When there is a job fair on the horizon, all students will receive an email alert prompting them to book a free ticket. We have attended job fairs in Stratford Westfield, Wembley Stadium, Gaughan Stadium and the Excel Centre. We also notify students about non-local job fairs in regions such as Colchester, Peterborough, Leicester, Canterbury and Milton Keynes. Keep an eye on your inbox for the next one near you!



The employers who participate are hugely varied across many industries and sectors, from hospitality to property management, the Metropolitan Police, healthcare, public transport, insurance and many more. Many will have QR codes with links to their current vacancies, so make sure your CV is up-to-date before attending in case you see that perfect job!

Employability workshops and networking events



Partnerships

The Employability and Progression Department entered into partnerships with two fantastic charities – Smart Works London and Suited & Booted.

SMART
WORKS

**SUITED
& BOOTED**
— LONDON —

Smart Works London offers a range of services for women only starting with an hour-long career coaching session. The second layer of services is a 2-hour interview prep appointment with a stylist and career coach. You can choose up to 5 items of clothing at this stage with the majority of clothes being donated directly from brands. So, this could be a pair of shoes, a dress, a necklace, a jacket and a bag, or smart trousers, belt, shirt, jacket and shoes... all of which they can keep, even if they don't get the job. If you get the job, you can then go back for a further 5 pieces of clothing with a view in creating a professional capsule wardrobe. Their centres are in Croydon, Islington and Ladbroke Grove, and they also provide a virtual service.

And don't worry, gents, we haven't forgotten you! Suited & Booted is a charity based on Fleet Street that supports vulnerable, unemployed and low-income men into employment by providing interview clothing and interview advice.

Once you have been referred to them, they will set up a time slot for you and provide you with suitable clothing for an upcoming job interview – anything from a smart casual style to a formal suit, and guide you through the process of a job interview.

If you qualify for a referral to either of these companies, simply book a CAS session with the Employability and Progression Department to start the process.

Partnerships

Publications

The E&P department strives to offer its wealth of knowledge in various ways, one of which is through publications.

We have been updating our miniguide collection, with 5 new additions to the title list. Look out for the latest titles, as well as the classics, in the new display stands – coming soon to each campus.

The new titles to look out for are:

- Neurodiversity In The Workplace
- Coping Resources in Mature Students
- Lateral Career Moves
- Personality Types
- Tricky Interview Questions

You can also find the classics, which include:

- Dressing For An Interview
- Employment Probationary Period
- Workplace Morale
- Work Etiquette When Starting A New Job
- Employment Rights
- Working From Home Effectively

...and many more.

Did we mention that they're FREE?!
Pocket your favourite titles today!



The E&P department's Career Planning Journal is available to all students to help them prepare for and record their career planning journey. Recognising that there is so much more to finding that ideal job than simply targeting job titles, this journal gives guidance on crucial areas such as selecting the right employer (for you, as an individual), interview preparation checklists and even aspirational charts. Track your activity whenever you job search, figure out what works for you – and crucially, what doesn't work for you. Keep your finger on the pulse of job searching, and get into the habit of noticing changes in trends, recruitment practices and expectations, even at times when you are not job seeking. The CPJ is your one-stop shop for planning your future.



~~10 Skills~~ 50+ Skills That You Didn't Know You Had was written and produced in 2024, and is available in all NCL libraries for any student to borrow. The focus of the book is on a set of skills that have had many names over the years – core skills, transferrable skills, meta skills, people skills, soft skills, interpersonal skills... That skill set that is hard to define, yet essential in everyday life, working life and indeed, academic study.



Publications



CV writing advice

Several years ago, we in the department started a series of polls to determine the consensus of our network's opinions on certain topics of CV writing. The idea was fuelled by a weekly meeting where we quickly realised we had differing views on the structure, design and content of a CV. See below the consensus based on the data we gathered.

Grammar and spelling: Make sure to check and double-check your grammar and spelling. Apostrophes, commas and well-structured sentences matter! If you are not confident in this area, then this is the perfect opportunity to use your network. Ask friends or family to cast fresh eyes on your CV and listen to their feedback.

Formatting: Uniformity will make your CV much more reader-friendly. Ensure you use the same font for every addition, use the same bullet points for each section and align them all in the same way, use the same heading and font size for each section and check that your paragraph alignment is consistent throughout the whole document. The important take-away in this section is consistency from end to end.

3rd person tense – remove pronouns: When writing a CV, you shouldn't use phrases such as "I was responsible for..." or "Mark (describing yourself) worked well as a team...". Instead, you would write these sentences as "Responsible for..." or "Worked well as a team...". This is accepted as the most professional way of writing your CV across the board. Using the pronouns "I" or "We" can seem boastful, while using your name to describe what you did can seem as though someone else has written your CV for you.

Your contact details: There was a time when we were advised to put our full address, phone number, email and date of birth on our CV – as though we were writing a professional letter. This is reflective of a time when the only way to find a job was to hit the pavement and physically go to establishments with your CV in a crisp envelope and hand it in person to the hiring manager or at reception. Nowadays, with the advent of job boards and email, job searching has changed dramatically. It is therefore advisable and totally acceptable to only include your name, email address and/or phone number (depending on how you prefer to be contacted), the neighbourhood where you live and the first part of your postcode.

Reverse chronological order: Decision makers and recruiters are always interested in your most recent relevant experience, so start with your current or most recent position. Then, work backwards through your experience and structure your education and certificates in the same way.

Tailor your CV to the industry and job: Nothing will put a manager off more than a sentence such as “Currently seeking a position in Hospitality, Retail or Customer Services”. You can also highlight your skillset relevant to each sector accordingly. Essentially, you want to create the impression that you are looking for the “right” job, and not just “any” job.

Account for any periods of unemployment: Employers are interested in your experience and education, but they are also interested in you as a person, so don’t be afraid to give them a little insight into who you are outside of your experience.

Black and white vs Colourful CVs: The feedback on this topic was a solid 3 quarters of respondents saying that the way forward is with strictly black and white CVs (excluding hyperlinks within the text). In some rare cases, it may be a good idea to include different colours for headings, borders or paper colour, but the general agreement is you run the risk of coming off “gimmicky” – as though the colours are trying to detract from weak substance within the CV and stand out in other ways.



What experience to include: Coming in again with a solid 3 quarters, the agreement is that you should provide a detailed account of relevant experience to the job you're applying for, and only the briefest of explanations for any other experience throughout your working life.

Picture: Some people like to include a picture of themselves on their CV but the advice is that it's not a good idea. Your CV should be about your experience, skills and education – not how you look.

Reference information: Reference information used to be provided on a CV, however, these days you should be careful about what information you are releasing. Consider this aspect from the reference's point of view – they may not want their contact details out "in the ether" with current GDPRs for anyone who sees your CV to be able to access. Remember, also, that an employer cannot contact your references without your permission, so removing this information from your CV would avoid this predicament arising. The feedback on this topic was 85% of people agreeing that you should either include the phrase "References available on request" or nothing at all.

Where to put education: The short answer here is – it depends! The long answer is to again, use your judgement. If you have suitable experience for the position that you are applying, you can probably feature your experience first on your CV. However, if you are planning a lateral move or a complete change, it may be an idea to lead with your education. You may also consider leading with your education if you are applying to a position within an education facility or if your education is directly related to the field in which you are applying.

CV writing advice



Chris P. Davis Award for Progression

Our annual £3,000 prize pot for alumni students who have shown excellence in progression, either in a workplace setting, academically, or as an entrepreneur. This award was set up to honour our late, great colleague, Mr. Chris P. Davis.

Chris worked with us for years, bringing his shining personality, wit and big laugh with him every time he came into the office. He was a champion for hospitality industry startups and loved getting everyone involved, working towards a common goal. Chris lives on with us through this award, and on the NCL YouTube channel, where you can still see his podcast-style interviews with industry professionals under the title "Chris Chats".

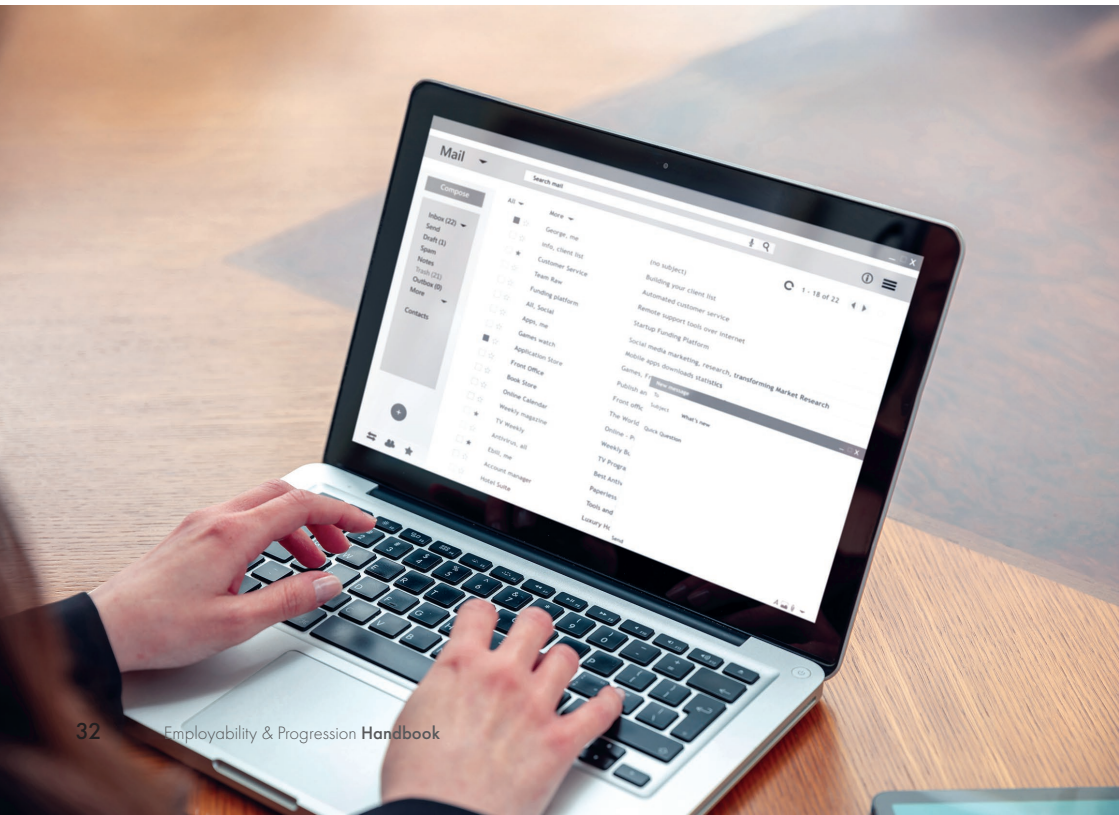
The application open to all alumni students, regardless of background or achievements. All applications will be considered with the same weight and merit. Detailed responses are necessary in the initial application to progress to the interview stage. The final stage is an interview with a panel of NCL senior managers, upon which a decision will be made and announced at each graduation event in November.

Chris P. Davis Award for Progression

Emails:

Drafting and Responding to Emails

Effective email communication is essential for professionalism and efficiency. Below are some key tips and examples to help you draft and respond to emails effectively.



01. Drafting Emails

Tips:

Use a Clear Subject Line – Make it concise and relevant (e.g., “Meeting Rescheduled to Friday”).

Start with a Proper Greeting – Address the recipient by name (e.g., “Dear Mr. Smith” or “Hi Sarah”).

Keep it Concise and Organised – Use short paragraphs and bullet points when necessary.

Maintain a Professional Tone – Be polite and avoid slang or overly casual language.

Include a Clear Call to Action – Specify what you need from the recipient.

Proofread Before Sending – Check for spelling and grammar mistakes.

Example:

Subject: Project Update Request

Dear James,

I hope you're doing well. I'm reaching out to request an update on the XYZ project. Could you please provide the latest status by Friday? Let me know if you need any assistance.

Looking forward to your response.

Best regards,

Anna

02. Responding to Emails

Tips:

Acknowledge the Email Promptly – Even if you need more time to respond, acknowledge receipt.

Answer All Questions Clearly – Provide complete and direct responses.

Be Courteous and Professional – Express gratitude where necessary (e.g., “Thank you for reaching out”).

Use a Professional Closing – Sign off with “Best regards,” “Kind regards,” or “Sincerely.”

Check Attachments – If referring to a file, ensure it’s attached before sending.

Example:

Subject: Project Update Request

Dear Anna,

Thank you for reaching out. The XYZ project is progressing well, and we are on track to complete Phase 2 by next week. I will send a detailed update by Friday.

Please let me know if you need any additional information.

Best regards,

James

03. Handling Common Email Situations

A. Requesting Information

Example:

Subject: Request for Training Schedule

Dear [Recipient],

I hope you're doing well. Could you please share the training schedule for next month? I'd appreciate any details you can provide.

Thank you in advance.

Best regards,

[Your Name]

B. Sending a Polite Reminder

Example:

Subject: Friendly Reminder – Document Submission Due

Dear [Recipient],

I hope this email finds you well. Just a quick reminder that the deadline for document submission is tomorrow. Please let me know if you need any assistance.

Best regards,

[Your Name]

03. Handling Common Email Situations

C. Apologising for a Delay

Example:

Subject: Apologies for the Delay

Dear [Recipient],

I apologize for the delay in responding. I appreciate your patience. Please find the requested details attached. Let me know if you need anything else.

Best regards,

[Your Name]

D. Declining a Request Politely

Example:

Subject: Re: Meeting Request

Dear [Recipient],

Thank you for your invitation. Unfortunately, I won't be available at that time. Would it be possible to reschedule for next week?

Looking forward to your reply.

Best regards,

[Your Name]

E. Closing an Email Professionally

Example:

- Best regards,
- Kind regards,
- Sincerely,
- Looking forward to your response,
- Many thanks,

By following these guidelines, you can ensure your emails are professional, straightforward, and effective.

Drafting and Responding to Emails



Meetings: Acting as a Chairperson

Being a chairperson requires strong leadership, organisation, and communication skills. Your role is to ensure meetings are productive, structured, and inclusive.

01. Preparing for the Meeting

Key Responsibilities:

- Set a clear agenda and distribute it in advance.
- Identify key participants and ensure their availability.
- Allocate time for each agenda item.
- Arrange meeting logistics (venue, online platform, materials).
- Review background information and anticipate discussion points.

Tips:

- Send meeting invites with clear details (date, time, location, and agenda).
- Set objectives to define the purpose of the meeting.
- Encourage attendees to prepare in advance.

Example Agenda:

1. Welcome and introductions (5 mins)
2. Review of previous minutes (10 mins)
3. Project updates (15 mins)
4. Discussion on new initiatives (20 mins)
5. Any other business (10 mins)
6. Summary and next steps (5 mins)

02. Running the Meeting Effectively

Key Responsibilities:

- Start on time and outline the meeting's purpose.
- Guide discussions while keeping participants focused.
- Manage time effectively to cover all agenda items.
- Ensure everyone has an opportunity to contribute.
- Handle disagreements professionally and maintain order.

Tips:

- Open the meeting with a welcoming and structured approach.
- Encourage participation by inviting different viewpoints.
- Keep discussions on track and avoid unnecessary diversions.
- Summarise key points before moving on to the next agenda item.

Example Opening Statement:

"Good morning, everyone. Thank you for attending. Today's meeting will focus on [topic]. Let's go through the agenda and ensure we cover everything within our timeframe."

03. Managing Discussions and Decision-Making

Key Responsibilities:

- Facilitate discussions and ensure clarity in decision-making.
- Identify action points and assign responsibilities.
- Resolve conflicts diplomatically if they arise.
- Summarise decisions and next steps clearly.

Tips:

- Use phrases like "Let's stay on topic" to maintain focus.
- If a discussion gets heated, restate key points neutrally.
- Encourage solutions by asking, "What can we do to move forward?"

Example: Handling a Disagreement

"I understand both perspectives. Let's find a common ground or an alternative approach that works for everyone."

04. Closing the Meeting Professionally

Key Responsibilities:

- Summarise key decisions and action points.
- Confirm deadlines and assigned responsibilities.
- Allow final comments or questions.
- Thank participants for their contributions.
- End the meeting on time.

Tips:

- Clearly restate key takeaways before closing.
- Confirm the next meeting date if necessary.
- Send out meeting minutes promptly.

Example Closing Statement:

"Thank you for your input today. To summarise, we agreed on [key points]. Action points have been assigned, and we will reconvene on [date] to review progress."

Meetings: Acting as a Chairperson

05. Following Up After the Meeting

Key Responsibilities:

- Ensure meeting minutes are shared with all participants.
- Follow up on action items and deadlines.
- Provide clarification if needed.

Tips:

- Send a summary email highlighting the key takeaway.
- Check in with responsible individuals on progress.
- Schedule follow-ups for unresolved issues.

Example Follow-Up Email:

Subject: Summary & Action Points – [Meeting Name]

Dear Team,

Thank you for attending today's meeting. Below are the key decisions and action points:

- Decision 1: [Summary]
- Action Point 1: [Task] – Assigned to [Name] – Due [Date]

Please ensure follow-ups are completed as discussed. Let me know if you have any questions.

Best regards,

[Your Name]

Final Tips for a Successful Chairperson

- Stay neutral and facilitate discussions fairly.
- Be organised and prepared.
- Manage time efficiently to keep meetings productive.
- Encourage collaboration and problem-solving.
- Follow up to ensure tasks are completed.

Telephone Call Guidance

Handling Telephone Calls

- Answer calls promptly and professionally.
- Greet the caller and identify yourself and the company.
- Listen actively and clarify the purpose of the call.
- Keep a polite and friendly tone throughout the conversation.

Dealing with Angry or Abusive Customers

- Stay calm and professional, avoiding emotional reactions.
- Listen carefully and acknowledge their frustration.
- Offer solutions or escalate the issue if necessary.
- End the call politely if the customer becomes abusive.

Agreeing and Disagreeing

- Use positive language when agreeing (e.g., "I completely agree with you").
- When disagreeing, be polite and provide reasons.
- Offer an alternative solution if possible.
- Maintain a respectful and professional tone.

Dealing with Complaints

- Listen attentively and take notes.
- Apologise sincerely, if appropriate.
- Offer a solution or escalate the issue.
- Follow up to ensure resolution.
-

Dealing with Unjustified Complaints

- Remain professional and avoid being defensive.
- Explain policies or procedures clearly.
- Offer an alternative solution if possible.
- Politely close the conversation if no resolution is possible.

Disagreeing Diplomatically

- Start with a positive or neutral statement.
- Acknowledge the other person's point of view.
- Provide a logical and polite explanation.
- Offer an alternative or compromise if possible.

Discussing a Trip

- Confirm trip details such as date, time, and location.
- Provide information on travel arrangements.
- Answer any questions about the itinerary.
- Offer assistance with changes or cancellations.

Empathising with the Customer

- Listen actively and acknowledge their concerns.
- Use empathetic language (e.g., "I understand how you feel").
- Show willingness to help resolve their issue.
- Follow up if necessary to ensure satisfaction.

Giving a Company Tour

- Provide an overview of the company and its key areas.
- Highlight important departments and services.
- Answer any questions and provide relevant details.
- Ensure a professional and welcoming approach.

Making an Ultimatum

- Clearly state the options available.
- Explain the consequences of each choice.
- Keep a firm but polite tone.
- Allow the customer time to decide.

Making and Handling Requests

- Clearly state your request or ask for clarification.
- Use polite language (e.g., "Could you please...?").
- Acknowledge the response and express appreciation.
- Confirm the next steps.



Rejecting or Saying No

- Start with a polite acknowledgement.
- Give a clear reason for the rejection.
- Offer an alternative if possible.
- End on a positive and professional note.

Taking and Leaving Messages

- Confirm the caller's name and contact details.
- Note down the message accurately.
- Repeat the details for confirmation.
- Deliver the message promptly to the recipient.

Delaying and Diverting Requests

- Politely explain the reason for the delay.
- Provide an estimated time for resolution.
- Redirect the request to the appropriate person if needed.
- Follow up to ensure the request is handled.

Offering Sympathy and Condolences

- Express your sympathy sincerely.
- Use comforting language (e.g., "I'm very sorry for your loss").
- Offer support or assistance where appropriate.
- Keep the conversation respectful and professional.

Postponing an Appointment

- Apologise for the inconvenience.
- Provide a reason for the postponement.
- Offer alternative dates and times.
- Confirm the new appointment details.

Praising Performance

- Be specific about what was done well.
- Use positive and encouraging language.
- Offer praise publicly if appropriate.
- Encourage continued success.

Hotels:

Check-In and Check-Out Guidance

Checking in and checking out of a hotel are key processes that set the tone for a guest's stay. Efficient check-in and check-out procedures not only enhance the guest experience but also contribute to smooth hotel operations.

Check-In Process

For Guests:

Prepare in Advance:

- Have your booking confirmation, identification, and payment method ready.
- Be prepared to provide a credit card for incidentals or a security deposit.

Arrival at the Hotel:

- Approach the reception desk with your reservation details.
- If arriving early, ask about the availability of early check-in options.
- Be courteous and provide any special requests, such as room preferences or amenities.

At the Reception Desk:

- Present your identification and reservation details.
- Confirm your booking and ensure the details (room type, dates, etc.) are correct.
- Provide a credit card or payment method for room charges and incidentals.
- Review the hotel's policies, such as check-out time, breakfast hours, and amenities.

Receive Key and Information:

- Once checked in, the receptionist will provide your room key (physical or electronic).
- Ask for directions to your room, and confirm check-out procedures or times.



For Hotel Staff:

Welcome Guests Warmly:

- Greet guests promptly and professionally.
- Ask for identification and booking details, and confirm the reservation.
- Offer assistance with luggage if needed.

Confirm Reservation Details:

- Verify the guest's name, room type, and dates of stay.
- Check for any special requests, such as early check-in or late check-out.

Provide Room Key and Information:

- Ensure the guest understands the hotel's amenities and facilities.
- Confirm check-out time and any additional services available (e.g., breakfast, gym).



Hosting Events as a Master of Ceremonies

A Master of Ceremonies (MC) is a person who makes certain that official events happen correctly. Gatherings that might require an MC could be events such as weddings, graduations, funerals, large corporate events, seminars, debates or awards ceremonies. The MC, while not necessarily the organiser, is considered the “**host**” of the event”, and will be paying close attention to the **timeline and schedule** of the event while engaging and entertaining the attendees. Taking on the role of an MC is a fulfilling and rewarding experience, and requires a lot of **preparation** before the event and **adaptability** during the event to make sure everything runs smoothly.

- They will officially introduce any keynote or guest speakers. This will include a short background or bio of the person speaking.
- MCs are tasked with making important announcements, whether they are scheduled or unscheduled. This could include meal times embedded within the timeframe of the schedule or venue-related announcements that need to be communicated to the attendees in real time during the course of the event.
- The MC is the main point of contact for the coordination with other event and venue personnel.
- While not an “act” in their own right, they must have a level of comfort in front of an audience to keep them entertained and engaged throughout the proceedings.
- Between each act or speaker, an MC will quickly and smoothly thank each contributor, proceeding to welcome and introduce each new contributor. The familiar face through each transition is the MC, with the contributors taking their cues from the MC.
- As stated above, it’s crucial for the MC to be adaptable to slight changes in timings, assist when needed with demonstrations and have tricks up their sleeve to stall or expedite the situation. When dealing with a large group of people, a complex schedule and contributors responsible for sticking to their timing allocations, an MC should be able to identify if and when an adjustment is needed, and how to facilitate that adjustment smoothly, so that the audience stays engaged and on time.





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Employability & Progression
Handbook