

TRAINING PROGRAM 2022

Monday 24th January

MODULE 1: Welcome & Introduction by John Ioannou

10:00 - 11:30

Introduction

Ice Breakers

Welcome to Mediazone

LA Roles and responsibilities

10 MINUTE BREAK (11:30 - 11:40)

11:40 - 13:00

Understanding the basics

Customer service

Customer service happy people

30 MINUTE BREAK (13:00 - 13:30)

13:30 - 15:30

CS Service guide

The Ultimate Customer Service Checklist

Self awareness – Behaviour

Senior Position

Exercises

Tuesday 25th January

MODULE 2: Engineering and IT training by Michalis Michail

10:00 - 11:30

Introduction

Mediazone Control Panel overview / tour

Check in Check Out Procedure (technical aspects what to look for)

10 MINUTE BREAK (11:30 - 11:40)

11:40 - 13:00

Damage Report Procedure

Covid-19 Minimum Equipment List

15 MINUTE BREAK (13:00 - 13:15)

13:15 - 14:15

Fs5 camera introduction

Minimum Equipment list (videos to watch)

Exercises

Testing

Wednesday 26th January

MODULE 3: Facilities and Coordination by Sotiris Vasiliou

10:00 - 11:30

Introduction

Morning Shifts – What is the importance & Last Shifts –What is the importance

Key procedure

Dashboard tour – in depth. Front and back ends

10 MINUTE BREAK (11:30 - 11:40)

11:40 - 13:00
Check in and out in depth – per item – detailed steps.
Class setup process – team effort
Facility Inspection process
15 MINUTE BREAK (13:00 - 13:15)
13:15 - 14:15
Covid – 19 Protocols
Disinfection Process
Communication channels
Guide for Emails – the general rules
Exercises
Testing

Thursday 27th January

MODULE 4: Admin Training by Maria Koundouri
10:00 - 11:30
Introduction
Rules and Regulations Presentation
LA Scholarship Declaration
10 MINUTE BREAK (11:30 - 11:40)
11:40 - 13:00
LA Survey & Schedules
When you pick up the phone – phone message taking
Timesheet and Payment
15 MINUTE BREAK (13:00 - 13:15)
13:15 - 14:15
Shift Change Form - planned absence / sick days
FAQ
Exercises
Testing

Friday 28th January

Open Slot for Special Training
10:00 - 11:30