



Travel Retail Training (TRT) has launched the ISPY2015 “A Stylish Service” Online Training, 5-module programme, which the company says ‘brings together industry expertise with practical in-service examples with a fun team of avatar trainers’.

The modules will help cabin crew, both new and experienced, become more effective in their roles, as individuals and as a team. Through the exploration of Emotional Intelligence, Public Announcements, Product Knowledge and Product Merchandising, they will be able to enhance their selling skills and learn how to deliver ‘A Stylish Service’, says TRT.

Individuals can study from a PC, Mac, tablet or smart phone and the programme has been split into five modules that should take about 20 minutes (per module) to work through.

“A Stylish Service online training modules are not boring flat PDFs on a screen,” says TRT MD Christine Martin.

“There are exercises, quick questions and opportunities to stop, think and reflect on key points. We have also designed activities to enable interaction between colleagues working through the course in the forum on the artes181 online learning platform the training is delivered from.”

To find out more contact Christine Martin: Christine@trtuk.com.