Ambassador Training Days

Brecon Beacons National Park Ambassadors

If your clients ever ask you questions about the National Park or if you want to offer them even more information this is the course for you.

This is a free, three day course designed to help tourism related businesses offer an outstanding service to their visitors in the Brecon Beacons National Park.

It provides you with knowledge, confidence and enthusiasm and enables you to offer targeted information to your visitors. It also encourages you to explore areas of the Park which you are less familiar with.

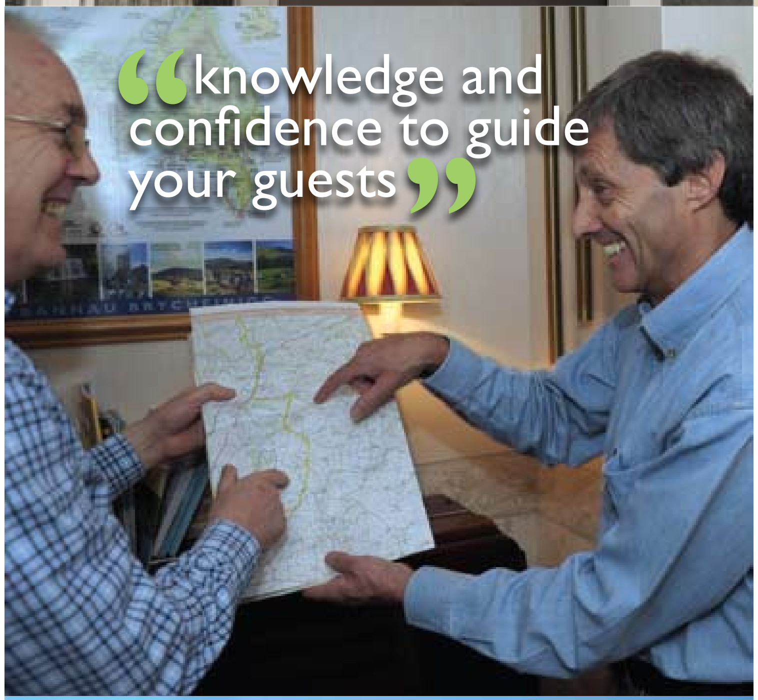
Diwrnodau Hyfforddi Llysgenhadon

Llysgenhadon Parc Cenedlaethol Bannau Brycheiniog

Os yw'ch cleientiaid yn gofyn cwestiynau i chi am y Parc Cenedlaethol neu os hoffech chi gynnig rhagor o wybodaeth iddynt, dyma'r cwrs i chi.

Cwrs tri diwrnod am ddim yw hwn a'i nod yw helpu busnesau twristiaeth i gynnig gwasanaeth o safon i'w hymwelwyr ym Mharc Cenedlaethol Bannau Brycheiniog.

Bydd yn rhoi gwybodaeth, hyder a brwdfrydedd i chi, ac yn eich galluogi i gynnig gwybodaeth briodol a phwrpasol i'ch ymwelwyr. Bydd hefyd yn eich annog i archwilio rhannau o'r Parc sy'n llai cyfarwydd i chi.



Qualified Brecon Beacons National Park Ambassadors

It is essential to attend all three days to achieve Ambassador status, on completion of the course:

- You will receive a framed map board of the National Park
- You will be given a link on the Ambassador web page on the National Park Web Site
- You will be given a lapel badge, window sticker and certificate stating that you are a qualified Ambassador, a four tier leaflet dispenser and wildlife poster.

To maintain Ambassador status you will need to attend one of the Brecon Beacons National Park training courses that are organised each Autumn and Spring.

There is also an annual event organised especially for Ambassadors to attend.

Llysgenhadon Cymwysedig Parc Cenedlaethol Bannau Brycheiniog

Mae'n rhaid i chi ddod bob dydd o'r tri er mwyn ennill statws Llysgennad. Ar ôl cwblhau'r cwrs, byddwch yn cael:

- Map ar fwrdd wedi'i fframio o'r Parc Cenedlaethol
- Dolen ar y dudalen Llysgenhadon ar wefan y Parc Cenedlaethol
- Bathodyn lapél, sticer ffenestr a thystysgrif i ddangos eich bod yn Llysgennad cymwys, rhesel pedair rhes i ddal taflenni a phoster bywyd gwyllt.

I gadw statws Llysgennad, bydd angen i chi fynychu un o gyrsiau hyfforddi Parc Cenedlaethol Bannau Brycheiniog a gynhelir bob hydref a gwanwyn.

Cynhelir digwyddiad blynyddol arbennig i Lysgenhadon hefyd.

BRECON BEACONS NATIONAL PARK
AMBASSADOR
LLYSGENNAD
PARC CENEDLAETHOL BANNAU BRYCHEINIOG

For Ambassador training dates or to enrol contact:
Carol Williams, Tourism Growth Officer
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carol.williams@breconbeacons.org

I gael dyddiadau hyfforddiant Llysgenhadon neu i archebu lle, cysylltwch â: Carol Williams, Swyddog Twf Twristiaeth
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BRECON BEACONS NATIONAL PARK
AMBASSADOR
LLYSGENNAD
PARC CENEDLAETHOL BANNAU BRYCHEINIOG

Training Days
Hyfforddi Llysgenhadon

Training Days

Park in your Heart

The starting point for this day is the power that meaningful and memorable experiences have to generate a deep affection for an area. The day will show that when complimented by a high quality offer from your business, there is the potential to increase loyalty to your business as well as strengthen your visitors' affinity with the National Park.

The day gives insights into helping visitors relate to the landscape by connecting them to myths, legends and stories of the area and understanding how the landscape evolved through geological activities.

Getting to know about the unique wildlife in the Park and the variety of habitats where flora and fauna thrive and the places where visitors can see these in all seasons.

Looking at the future and how diminishing natural resources could impact the Park.

The day includes a short walk to a standing stone on Mynydd Illtud common and ends with a quiz..

Pre-Course exercise: What and where is your favourite spot in the Park and why is it special for you?

The day is run by officers from the Brecon Beacons National Park Authority.

Hyfforddi Llysgenhadon

Parc agos at eich Calon

Y man cychwyn ar gyfer y diwrnod hwn yw'r gallu sydd gan brofiadau ystyrlon a chofiadwy i gymell cariad at fro. Bydd y diwrnod yn dangos y gall cynnig gwasanaeth o safon gynyddu ffyddlondeb tuag at eich busnes a chryfhau'r berthynas rhwng eich ymwelwyr a'r Parc Cenedlaethol.

Bydd y diwrnod yn dangos i chi sut i helpu ymwelwyr i uniaethu â'r dirwedd trwy gyflwyno chwedlau a straeon am yr ardal a'u helpu i ddeall sut yr esblygodd y dirwedd trwy weithgarwch daearegol.

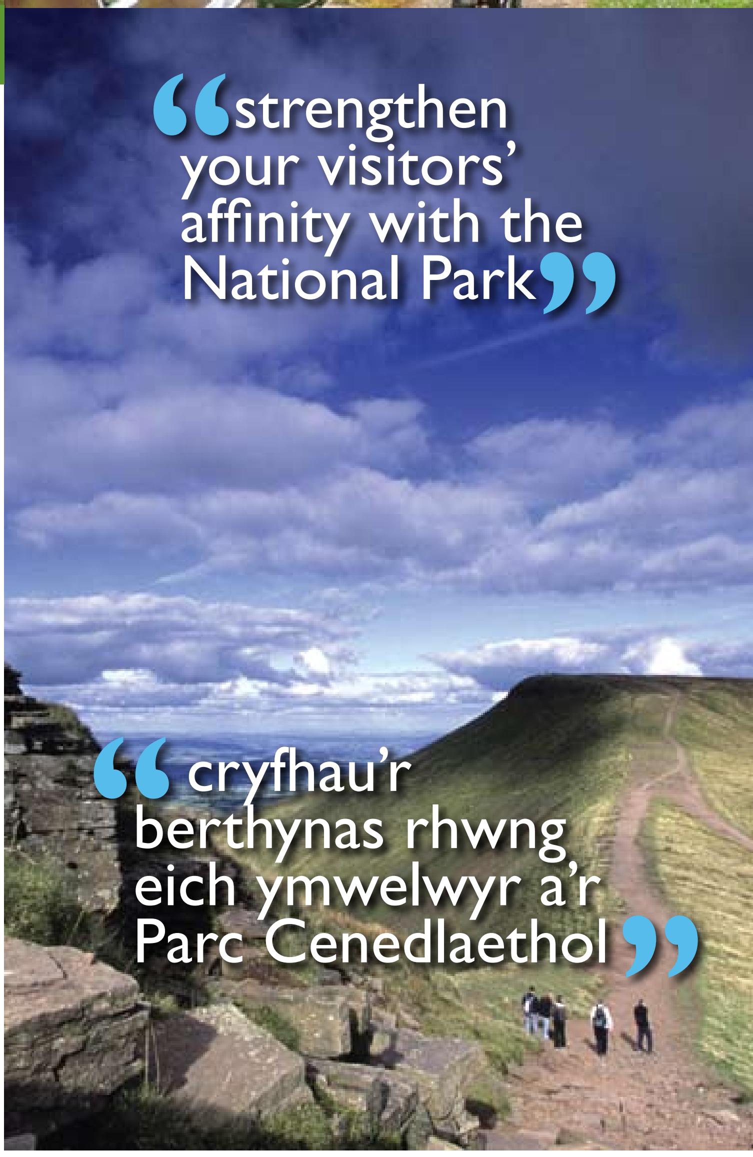
Ymgyfarwyddo â bywyd gwyllt unigryw y Parc, y cynefinoedd amrywiol lle mae fflora a ffawna'n ffynnu a'r llefydd y gall ymwelwyr weld y pethau hyn ym mhob tymor.

Edrych i'r dyfodol ac ystyried sut y gallai'r dirywiad mewn adnoddau naturiol effeithio ar y Parc.

Mae'r diwrnod yn cynnwys taith gerdded fer i faen hir ar gomin Mynydd Illtud, a chwis i gloi.

Ymarfer cyn y cwrs: Beth yw eich hoff le yn y Parc a pham y mae mor arbennig i chi?

Trefnir y diwrnod gan swyddogion Awdurdod Parc Cenedlaethol Bannau Brycheiniog.



Customer Service – World Host

The Principles of Customer Service are about focusing on the needs of your visitors and customers. The skills and techniques you will learn on this course are the principles of service professionalism.

The course covers:

- An understanding of the importance of excellent customer service skills
- Skills to make your communication effective
- How to listen to your customers to show that you care about them and their needs
- Understand the value of tourism to the Brecon Beacons and your community
- The five key principle elements that help you to 'go that extra mile'

World Host is being delivered by lecturers from Coleg Gwent.

Pre- Course Exercise: A World Host booklet will be given to you prior to the course and an exercise will be set for you.

Gwasanaeth Cwsmeriaid – I Bobl o Bedwar Ban Byd

Mae egwyddorion Gwasanaeth Cwsmeriaid yn canolbwyntio ar anghenion eich ymwelwyr a'ch cwsmeriaid. Mae'r sgiliau a'r technegau y byddwch chi'n eu dysgu ar y cwrs hwn yn perthyn i egwyddorion gwasanaeth proffesiynol.

Mae'r cwrs yn trafod:

- Deall pwysigrwydd sgiliau gwasanaeth cwsmeriaid rhagorol
- Sgiliau i'ch helpu i gyfathrebu'n effeithiol a gwrando ar eich cwsmeriaid mewn ffordd sy'n dangos eu bod nhw a'u hanghenion yn bwysig i chi
- Deall gwerth twristiaeth i Fannau Brycheiniog a'ch cymuned
- Y pum elfen sylfaenol allweddol sy'n eich helpu i fynd gam ymhellach i'ch cwsmeriaid

Trefnir I Bobl o Bedwar Ban Byd gan ddarlithwyr o Goleg Gwent.

Ymarfer cyn y cwrs: Byddwch yn cael llyfryn cyn y cwrs a chaiff ymarfer ei osod ar eich cyfer.

Brecon Beacons Sense of Place

The day explores the concept of a sense of place and discusses what makes the Brecon Beacons special. The day provides you with the knowledge and confidence to guide your guests to the very best experiences in the Park.

For example did you know that Adelina Patti was a famous opera singer and original model for Pears soap?

Adelina bought Craig y Nos Castle in 1878 and had her very own theatre built, which can still be seen in its original glory.

Pre-Course exercise: What is your sense of place for your business and how do your guests experience the uniqueness of your area?

You will be invited to prepare a presentation no longer than three minutes, to tell the other course members a flavour of your sense of place.

The day is run by Visit Wales Sense of Place representative.

Naws am Le Bannau Brycheiniog

Mae'r diwrnod yn archwilio'r syniad o naws am le ac yn trafod beth sydd mor arbennig am Fannau Brycheiniog. Bydd hefyd yn rhoi'r wybodaeth a'r hyder i chi i sicrhau bod y profiadau gorau yn y Parc o fewn cyrraedd eich gwesteion.

Er enghraifft, oeddech chi'n gwybod fod Adelina Patti yn gantores opera enwog ac mai hi oedd y fodel wreiddiol ar gyfer sebon Pears?

Prynodd Adelina Gastell Craig-y-nos ym 1878 ac adeiladodd ei theatr ei hun, sy'n dal i fod yno heddiw yn ei holl ogoniant.

Ymarfer cyn y cwrs: Beth yw eich naws am le ar gyfer eich busnes a sut mae'ch gwesteion yn profi naws unigryw eich bro?

Cewch eich gwahodd i baratoi cyflwyniad tair munud ar y mwyaf i roi blas i'r bobl eraill ar y cwrs ar eich naws am le.

Trefnir y diwrnod gan gynrychiolydd Synnwyr o Le Croeso Cymru.