

Course Overview:

It is essential to understand that the objective of BLS is not to 'treat' the person but to buy some valuable time until the emergency medical aid arrives. BLS procedure is mainly used on people experiencing cardiac arrest or respiratory failure. Basic first aid helps ensure that the right methods of administering medical assistance are provided. Knowing how to help a person is just as crucial in emergencies. It only takes six minutes for the human brain to expire due to lack of oxygen.

Course Objective:

- Demonstrate in-depth knowledge about the ancient hospitality culture and how it can be related to modern Hospitality.
- Distinguish between Hospitality and service in delivering quality service.
- It will increase your skill levels and professionalism, including performance abilities in all major hospitality soft skills such as Problem Solving, Empathy, Teamwork, Strategy & Innovation, and Stress & Time Management.
- Identify the importance of professionalism & a positive teamwork environment.
- Explain the essential elements of effective business etiquette that contribute to a guest's experience.
- Explain how to achieve guest/client "moment of truth" as part of a team member.
- Enhancement confidence and knowledge.
- Describe how to elevate the level of quality service by using modern quality methodologies.
- Describe how the economy experience is related to the guest experience, and you can contribute to exceeding expectations.
- Outline efficiently & successfully how to resolve queries, supply relevant information & conclude every interaction on a positive note.
- Identify "moment of truth" opportunities, be able to easily connecting from heart-to-heart, from one human being to another.

Course Outline:

This online Basic Life Support training course covers the following:

- Introduction to basic life support,
- Cardiopulmonary resuscitation – Chain of survival,
- National Early Warning Score (NEWS) System,
- Systematic and primary survey – DRSABC,
- DRSABC – Airway – Breathing – Chest Compressions,
- DRSABC – Continue CPR – Compressions – Rescue Breaths,
- Automated External Defibrillators (AEDs) Algorithm,
- Basic life support algorithm for children,
- Your role and responsibilities for CPR delivery,
- Choking – airway obstruction by a foreign body,
- The recovery position, and
- Online resources for cardiopulmonary resuscitation training, and
- Summary.

Who Should Attend:

Training Language:

English-Arabic

Training Methodology:

- Presentation & Slides
- Audio Visual Aids
- Interactive Discussion
- Participatory Exercise
- Action Learning
- Class Activities
- Case Studies
- Workshops
- Simulation

- Staff moving into new roles within their organisation,
- Refreshing the knowledge of any member of staff,
- Agency care workers,
- Support workers,
- Community services.