



News Release

Ref: 003

19th September 2005

A SKILLS DEVELOPMENT WORKSHOP ON DISABILITY ETIQUETTE SKILLS

CapeAble Travel will be running 2 one-day workshops for the hospitality industry to equip frontline staffing with the necessary etiquette skills to interact with people with disabilities.

"There appears to be a dire need in the tourism industry for training surrounding people with special needs," advises CapeAble Travel's founding member Russell Vollmer. "There are so many social barriers surrounding disabilities yet statistics show that 12.5% or one in eight travellers have some sort of disability. Our course is designed to install a level of insight and compassion through experiential exercises used to understand the basic psychological characteristics of disability."

The workshop content includes a basic understanding of the most well-known disabilities and identifying the physical limitations associated with them; assembling, dismantling and operating the equipment that is used and advises how to competently address and assist people with disabilities.

The workshops will be held on the 27th and 28th of September 2005 at Garibaldi's Conference Centre in Maitland.

For more information please contact Mark Wortley at 021 531 7748 or markw@postman.co.za