

Globe Training Centre – (GTC)

Internet Café Management

(Workshop Curriculum)

Training Objective/ Out Come: At successful completion participants should be able to describe the concept of Internet Café, identifying potential customers and their needs, maximize the use of technicality, points to consider when buying a Café Management software, and develop public relation skills among customers,

Content:

- **Internet Café Management Considerations**
 - How to conduct Market Research
 - Identifying the Location
 - Budgeting
 - Staffing
- **Selecting an Internet Service Provider (ISP).**
- **Selecting the Bandwidth and other Services.**
- **Internet Café Management Software – Core features and requirements**
- **Interior Designing – the Cafe**
- **Building up a productive Customer Relationships**
- **Catering to Other Customer Needs**
- **Staff Management Considerations**
- **Common Troubleshooting issues related to Internet Connectivity and Networking**
- **Internet Security: Anti-Virus, Firewalling, Intruder Detection**
- **Educating Customers on steps taken to protect Personal Data Integrity,**

Training Method: Theory and Practical sessions.

Duration: 01 Day (08:30 a.m. – 04:30 p.m.)