

# INTRODUCTION TO THE SERVICE SECTOR

There is a range of jobs available in the service sector. The Savo Vocational College's introduction to the service sector for immigrants course is aimed at immigrants who are interested in the service sector and want to learn more about it. The course helps students improve their Finnish language and working life skills. The goal is for students to go straight into working life or to continue studying in the field.

There is a lack of personnel in shops, restaurants, hotels, cleaning and real estate services, wellbeing services, etc.

## Examples of jobs in the service sector:

- **shops:** stocking shelves, preparing online orders, baking point duties, cashier duties, and customer service
- **restaurants:** replenishing buffet tables, cleaning tables, serving drinks and food, cooking, washing dishes
- **hotels:** floor attendant's duties, customer service
- **cleaning and real estate services:** cleaning interior and exterior spaces
- **wellbeing services:** reception and cashier duties in gyms, etc., assistive duties in care and retirement homes

The required language level is A2 or above.

## COURSE OBJECTIVES

During the course

- you will improve your Finnish language skills.
- gain information and experiences related to studying and working in Finland.
- learn about a wide range of topics and jobs linked to the service sector.
- learn important digital skills.

After the course, there is a high chance you will find a job straight away or be able to continue studying in the field.



## STUDYING AT SCHOOL AND IN THE WORKPLACE

- The course lasts from 21/8 to 11/12/2023, with 80 study days.
- The course takes place in Kuopio, Hehkukatu 1 (Savilahti).
- The teaching day at the education centre takes place from 8:15 a.m. to 3:30 p.m.
- Learning in working life 26/10 to 8/12/2023.

## Learning in working life

- The course includes on-the-job learning in the service sector. The teachers will help you find a job that interests you and that matches your skills.
- You will learn about working life in Finland and gain work experience and connections. You will learn to identify your strengths and improve communication skills needed in working life.
- During the learning in working life part, you will follow normal workplace schedules and work shifts.

## COURSE CONTENT

- INTRODUCTION TO THE COURSE
- Digital skills
- Work culture and rules of working life in Finland
- Jobs and tasks in the service sector (including license training)
- Basics of customer service
- Finnish required in the service sector and working life
- Job searching skills
- Work experience
- Future plans

The application period ends on July 25, 2023.

Find out more and apply

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**SAVON**  
AMMATTIOPISTO

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