

05. Training of employees of Z vehicle rental offices

Unit A/A	ANALYSIS OF THE CONTENT OF SECTIONS	DURATION (HOURS)
1	Introduction to Basic Car Rental Functions and Procedures	0,5
2	Legal Framework and Regulations: <ul style="list-style-type: none"> • Regulatory Obligations and Compliance 	0,5
3	Strategies to Improve Customer Service	1
4	Technology Use and Vehicle Fleet Management	0,5
5	Troubleshooting and Complaints Management:	0,5
	TOTAL	3