

Welcome Bournemouth Host – Train the Trainer

2 day training course

Bournemouth
7 March 2012

10.30am – 5.30pm
incl buffet lunch

And choose from;

Bournemouth
9 February 2012
21 February 2012
Or
20 March 2012

10.30am – 5.30pm
incl buffet lunch

£75

per person for 2 days

Do you have a large number of staff to train? Want greater flexibility through in-house training?

Create a great impression of yourselves, your business and the area.

Course aims

Based on the new Welcome Host Gold Standard this course prepares you to become a Welcome Bournemouth Host in-house trainer, providing the very latest in customer service coupled with local product knowledge and consumer insight.

Course content

One of the two days will be spent further developing the trainer skills you will have previously acquired, and providing familiarity with the Welcome to Excellence approach and in particular Welcome Bournemouth Host and materials.

The other training day provides a day as a delegate on a one day Welcome Bournemouth Host course as follows:

- What makes Bournemouth special
- Understanding and connecting with customers
- Boosting customer satisfaction and business
- Dealing with difficult situations
- Converting enquiries into sales

Target Audience

This course is open to anyone from the tourism and hospitality industry with a responsibility for training staff. Prior experience of delivering training and customer care provision, and excellent written and verbal communication skills are essential.

Course Style

Interactive, tutor led and inspirational. Successful participants will receive full trainer support materials and a trainer certificate. Trainer license issued is for training staff within the organisation that you are currently employed by.

After the Training

This course is provided at a subsidised rate on the understanding that trained trainers go on to deliver at least one Welcome Bournemouth Host in house within a year. Course packs and badges will be made available at a discounted rate.

Bookings and more details:

01202 451151

E: dnftp@bournemouth.gov.uk

www.dorsetnewforest.org

We are committed to making training safe and accessible to a diverse audience.

