

# Welcome Jurassic Host

Learning Centre  
(Durlston Country Park)  
Wednesday 7 March 2012

10.30am - 5.30pm  
buffet lunch inc.

£35 per person

Inform, inspire and help create a world class welcome for visitors to the Jurassic Coast, England's first and only natural World Heritage Site

## Course Aims

This customer service course will help build confidence in dealing with customers in a variety of (sometimes) difficult situations. It contains valuable information on the World Heritage Jurassic Coast to help convey the important messages and unique experience to guests and visitors.

## Course Content

- What makes the Jurassic Coast special
- Understand and connect with customers
- Boost customer satisfaction and repeat business
- Dealing with difficult situations
- Converting enquiries into sales

The customer service element of this course is based on the Welcome Host Gold Standard.

## Target Audience

Hotels, B&B, transport and tour services, restaurants, cafes, attractions and related services. Ideal for owner managers and all front of house staff

### I've done this course....

*I'm now more confident when talking about the Jurassic Coast and the customer service goes way beyond 'Have a nice day'.*

Jane South, Seavale B&B, Lulworth



The European Agricultural Fund for Rural Development. Europe investing in rural areas



## Bookings and more details:

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www.dorsetnewforest.org

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