

Welcome All

Bournemouth

Thursday 15 March 2012

10.30am - 5.30pm
buffet lunch inc.

£35 per person

This one-day course provides some really practical advice and cost-effective ideas to enhance the service you give to customers with disabilities and specific needs

Course aims

Participants can expect to develop understanding and confidence when dealing with of a wide range of disabilities and learn how to improve service provision to these valued customers.

Course content

- Benefits of accessible service
- Disability and Equality - the new Act
- Practical advice on providing best service
- Communicating effectively
- Improving accessibility – low cost suggestions
- Guidance on sensory, mobility and learning disabilities

Target Audience

Suitable for all levels including new entrants to the industry, owner and managers and anyone who comes into contact with guests and visitors.

Course style

Inspirational with plenty of practical tips, role play, group discussion and individual action planning.

I've done this course....

I have been running Honey Lodge for 10 years and thought I knew it all. This course helped me create an access statement and bingo, I'm enjoying extra bookings as a result

Kate Laycock Honey Lodge



Bookings and more details:

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www.dorsetnewforest.org

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