

Welcome Bournemouth Host

One day customer service training

Bournemouth

Thursday 9 February 2012

Tuesday 21 February 2012

Tuesday 20 March 2012

10.30am - 5.30pm
inc buffet lunch

£35 per person

Create a great impression of yourselves, your business and the area. Newly developed, this course is for all those who welcome visitors to Bournemouth

Course aims

Based on the new Welcome Host Gold Standard this course provides the very latest in customer service coupled with local product knowledge and consumer insight.

Course content

- 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 and equally suitable for new entrants as owners/managers.

Course Style

Interactive, tutor led and inspirational. Designed to develop confidence in front facing roles.



Bookings and more details:

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www.dorsetnewforest.org