

# Welcome Dorset Host

One day customer service training

New Year 2012

## Dorchester

Wednesday 22 February 2012

## Moors Valley Country Park

Tuesday 6 March 2012

Wednesday 14 March 2012

## Shaftesbury

Wednesday 21 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 those who welcome visitors to Dorset.

### 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 Dorset 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.

We've just done this course...

*This course really helped us be more focused in our business.*

*Training we love it - it brings everyone's standards up'*

Graham Wiffen Hive Beach Café



## Bookings and more details:

**01202 451151**

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[www.dorsetnewforest.org](http://www.dorsetnewforest.org)

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