

# FREE

## One-day Customer Service Training



## Welcome Dorset Host

Thurs 6 May - Sturminster Newton  
Wed 12 May - Dorchester  
Thurs 20 May - Boscombe, B'mouth  
9.30am - 4.30pm

**Newly developed, this pilot course is currently free of charge to anyone who welcomes visitors to Dorset.**

Suitable for all those who want to increase their own knowledge of Dorset and understand what it takes to achieve excellent customer service.

*'An inspirational day that really builds confidence, local knowledge and customer service skills'*

- Welcoming customers to Dorset
- The Dorset experience
- Understanding your customers
- Connecting with customers
- Boosting business
- Dealing with difficult situations
- Improving customer service

Welcome Dorset Host combines the industry benchmark Welcome Host and Welcome Host Plus customer service training together with a knowledge of the highlights and landmarks of Dorset.



Developed and organised by Dorset New Forest Tourism Partnership

Booking and further information  
**01202 451151**

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