

Welcome Jurassic Host



30 March 2010
Dorchester
9am - 5pm

Cost £45

This one day course is designed for all those who welcome visitors to the Jurassic Coast.

This highly regarded one-day customer service course, based on the industry's well known Welcome Host, is coupled with specific Jurassic Coast knowledge to help you give the ultimate Jurassic Coast experience to your guests and visitors.

From this course you can expect to

- improve understanding of customer expectations and the causes of dissatisfaction
- enhance communication skills
- deal with difficult customer situations
- turn negatives into positives
- meet specific needs - cultural, special needs, age-related considerations
- share information with guests and colleagues

Welcome Jurassic Coast includes guest presentation from the World Heritage Team. 'Making the Most of the Coast' will help you promote and explain the significance of this internationally important area.

This session is ideal for all those who want to know more about the area's unique position as England's first natural World Heritage Site and be reassured their customer service continues to meet visitor expectations



Organised by Dorset New Forest Tourism Partnership

Bookings and more details:
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www.dorsetnewforest.org