

Welcome Jurassic Host



Friday 7 May 2010

Tank Museum, Bovington,
Wareham
9am - 5pm
Cost £45

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

This highly regarded 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
- Meet specific needs - cultural, special needs, age-related considerations
- Improve knowledge of Jurassic Coast
- Enhance visitor experience to the Jurassic Coast

Welcome Jurassic Host 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.



Organised by Dorset New Forest Tourism Partnership

Bookings and more details:

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