

TRAINING

Course Profile

Welcome to the New Forest is a one day programme designed to improve your knowledge of the New Forest as a tourist destination, as well as help acquire new proactive customer service and communication skills

Who is the course intended for?

Front line customer facing members of staff that work within accommodation and catering, travel and transport, leisure and entertainment, and retail in the New Forest

What will I gain from the day?

- Identify what your organisation and the New Forest has to offer customers
- Understand who your customers are and what they need and expect. Exceed their expectations.
- Work with colleagues to deliver excellent customer service on a consistent basis

Course Method:

- Discussion Group
- Video presentation/clips
- Case Studies and activities

Assessment:

A short multiple choice test or *optional* City & Guilds multiple choice examination held at the end of the day (additional cost applies)

Duration:

One Day

What does the course cover?

- Knowledge of the New Forest
- Identify your internal and external customers
- Delivering sustainable products and services Importance of Customer loyalty
- Changing expectations and service trends The customer journey
- Policies, procedure and standards
- First impressions
- The communication process
- Listening skills
- Telephone techniques
- Working successfully with your colleagues
- Providing an accessible service
- Language and cultural diversity
- Welcoming customers of all ages
- Using customer service to boost business
- Converting enquiries into sales
- Handling complaints and resolving problems

Further Information or booking:

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