



**Book the courses now to secure the subsidised rates. Prices valid until 14 February 2012.**

Tourism South East has funding available to offer businesses support and training at heavily subsidised rates. In-house delivery to suit your organisation can also be arranged. **If you are....**

- A full member of Tourism South East (*Member Price*)
- A business in the Tourism, Leisure & Hospitality industry (*Limited Special Offer*)

### **NEW Welcome Host Gold – one day**

Set your sights high through the acquisition of world-class customer service standards that equip staff to add value by increasing sales and customer satisfaction.

(nationally recognised City and Guilds qualification available for an additional £18pp)

Weds, 16 May 2012

Crowne Plaza Marlow, Buckinghamshire

**Timings: 9.30am - 4.30pm (approx )**

**Standard Price: £95pp**

**Special Offer: £40pp**

**Member Price: £35pp**

**We can offer on site training from as little as £375.00 per course of up to 16 for TSE members or £625 for non members**

### **Welcome All – one day**

Give your staff the confidence and skills to provide a great and personalised service to customers with disabilities and varied specific needs that will help your business drive up and improve customer recommendations whilst ensuring you meet legal and best practice requirements.

**Now includes details of the new Equality Act 2010**

Tues, 13 March 2012 - Eynsham Hall, Witney

**Timings: 9.30am - 4.30pm (approx )**

Funded through Accentuate

**Standard Price: £95pp**

**Special Offer: £25pp**

