



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 to Portsmouth – one day

This newly developed course is for anyone who welcomes visitors to Portsmouth and is involved in the Portsmouth world class visitor experience. (nationally recognised City and Guilds qualification available for an additional £18pp)

Tues, 7 February 2012 - Langstone Hotel, Portsmouth

Timings: 9.30am - 4.30pm (approx)

Standard Price: £95pp Member Price: £35pp Non Member Price: £40pp

We can offer on site training from as little as £350.00 per course of up to 16 for TSE members

NEW Welcome Host Gold – one day

Set your sights high and be inspired through the acquisition of world-class customer service that equips staff to add value by increasing sales and customer satisfaction. (nationally recognised City and Guilds qualification available for an additional £18pp)

Fri, 25 May 2012 - Holiday Inn, Southampton

Timings: 9.30am - 4.30pm (approx)

Standard Price: £95pp

We can offer on site training from as little as £850.00 per course of up to 16 for TSE members

NEW Welcome to The New Forest – one day

This newly developed course is for anyone who welcomes visitors to the New Forest and is involved in the New Forest world class visitor experience. (nationally recognised City and Guilds qualification available for an additional £18pp)

Thurs, 9 February 2012 - Balmer Lawn Hotel, New Forest

Timings: 9.30am - 4.30pm (approx)

Standard Price: £95pp Member Price: £35pp Non Member Price: £40pp

We can offer on site training from as little as £350.00 per course of up to 16 for TSE 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.

Weds, 14 March 2012 - Paultons Park, Romsey

Timings: 09:30am-4:30pm (approx)

Funded through Accentuate



Now includes details of the new Equality Act 2010

Standard Price: £95pp

Special Offer: £25pp

Lead, Motivate & Succeed – one day

Designed to help supervisors and managers to lead, develop and motivate their staff so that the whole team delivers world-class customer service. Ideal for first-time line managers and supervisors

Thurs, 2 February 2012 - Marwell Wildlife, Colden Common

Timings: 09:30am-4:30pm (approx)

Standard Price: £95pp

Limited Special Offer: £45pp