

TRAINING

Course Profile

Island Welcomes

Island Welcomes is a one day programme designed to help acquire new proactive customer service and communication skills, as well as improve knowledge of the Isle of Wight.

Who is the course intended for?

Students and Members of staff that work within accommodation and catering, travel and transport, leisure and entertainment, and retail on the Isle of Wight.

What will I gain from the day?

- Identify what your organisation and the Isle of Wight have 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

Do I need previous skills & knowledge?

No

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 Isle of Wight:

- Benefits of excellent customer service
- 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:

[Gill Heighington](#)—Training Department
Tourism South East
40 Chamberlayne Road
Eastleigh, Hampshire
SO50 5JH

Tel: 023 8062 5533

Email: trainingenquiries@tourismse.com