



### Welcome to Kent

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. Includes a dedicated destination section about Kent. (nationally recognised City and Guilds qualification available for an additional £18pp)

Mon, 6 February 2012, Angel Centre, Tonbridge

**Timings: 09.00 - 17:00 (approx)**

**Standard Price: £95pp**

**Limited Special Offer: £25pp**



**Further information or booking:** Visit Kent Training, 2<sup>nd</sup> Floor Invicta House, County Hall, Maidstone, Kent, ME14 1XX

**Tel:** 01622 696936 **Email:** Alanna.Kite@kent.gov.uk

**Payment Terms:** Full payment must be made before the course starts. Payment can be made via BACS transfer or cheque (cheque payable to Kent County Council), Please contact Alanna Kite for more information.

