



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 and be inspired through the acquisition of world-class customer service that equips staff to add value by increasing sales and customer satisfaction.

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

Fri, 10 February 2012 - Mandolay Hotel, Guildford

Tues, 19 June 2012 - Holiday Inn, Guildford

Timings: 9.30am - 4.30pm (approx)

Standard Price: £95pp

Special Offer: £40pp

Members :£35pp

We can offer on site training from as little as £375.00 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, 21 March 2012 - Mercure White Horse Hotel, Dorking

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

Now includes details of the new Equality Act 2010

Funded through Accentuate



Standard Price: £95pp

Special Offer: £25pp

Welcoming Walkers & Cyclists - half day

Do you want to boost your business by capitalising on the growing walking and cycling market in the lead up to the 2012 Olympic and Paralympic games? Learn how to market and develop your products and services to meet the needs of walkers and cyclists whilst providing excellent customer service.

Thurs 9 February 2012 - The Millstream Hotel, Bosham

Timings: 9.30am - 4.30pm (approx)

Standard Price: £95pp

Limited Special Offer: £40pp