



Book the courses now to secure the subsidised rates. Tourism South East has funding available to offer businesses support and training at heavily subsidise 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*)
- Based in the South Downs NP area

NEW Welcome to the South Downs– 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.

Ideal for anyone who welcomes visitors to the South Downs and is involved in the South Downs world class visitor experience (nationally recognised City and Guilds qualification available for an additional £18pp)

*Friday 9 March 2012 - Langrish House Hotel, Petersfield

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

Standard Price: £95pp Special Offer: £40pp Member Price: £35pp

*** Specific course for organisations in the South Downs NP £25pp ask for more details**

Hold a course on site from £350.00 for up to 16 delegates 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.

Thurs, 1 March 2012 - The Spread Eagle Hotel, Midhurst



Timings: 9.30am - 4.30pm (approx)
Funded through Accentuate

Now includes details of the new Equality Act 2010

Standard Price: £95pp

Limited Special Offer: £25pp

Welcoming Walkers & Cyclists - half day

Do you want to boost 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