

# TRAINING

## Course Profile

### Welcome All

Welcome All is a practical, flexible one-day customer service training course which aims to improve the service you offer customers with disabilities and specific needs.

#### 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

#### What will I gain from the day?

The knowledge and skills to provide facilities and services that meet specific needs and expectations of people with a disability.

Ability to provide a really warm welcome and high standards of service for all our customers

#### Do I need previous skills & knowledge?

No

#### Course Method:

- Discussion Group
- Video presentation/clips
- Case Studies and activities

#### Assessment:

A short multi choice test to be held at the end of the day

#### Duration:

One Day



#### What does the course cover?

- The benefits of providing excellent service to customers with a disability
- Your responsibilities as a service provider under the Equality Act 2010
- What customers with a disability need and expect
- Ways to adopt a positive approach to meeting these needs and expectations
- How to welcome customers with specific needs and communicate effectively with them
- Ways in which you can improve accessibility where you work
- Action points to improve the service that you offer to customers with disabilities and specific needs

### Further Information or booking:

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