

TRAINING

Course Profile

Welcome Host Plus

Welcome Host Plus is a one day training programme which aims to build on and extend the knowledge and skills you developed when taking part in the Welcome Host programme.

Who is the course intended for?

Students or members of staff that work within accommodation and catering, travel and transport, leisure and entertainment, retail.

What will I gain from the day?

Ability to work with others to renew and develop further your customer service skills and communication skills, and to give your organisation a competitive advantage.

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 key elements of excellent customer service
- Develops your understanding of your customers and your competitors
- Advanced communication and customer service skills
- Interaction with different types of customer
- Implementation of effective service recovery procedures
- Working with colleagues as part of a customer-focused team
- Converting enquiries into sales

Further Information or booking:

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