

# TRAINING

## Course Profile

### Welcome to Portsmouth

Welcome to Portsmouth is a one day programme designed to improve your knowledge of Portsmouth as a tourist destination, as well as help acquire new proactive customer service and communication skills

#### Who is the course intended for?

Front line customer facing members of staff that work within accommodation and catering, travel and transport, leisure and entertainment, and retail in Portsmouth

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

- Identify what your organisation and the Portsmouth has to offer customers
- Understand who your customers are and what they need and expect. Exceed their expectations.
- Work with colleagues to deliver excellent customer service on a consistent basis

#### Course Method:

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

#### Assessment:

A short multiple choice test or *optional* City & Guilds multiple choice examination held at the end of the day (additional cost applies)

#### Duration:

One Day

#### What does the course cover?

#### The Portsmouth Experience plus

- Identify your internal and external customers
- Delivering sustainable products and services
- Importance of Customer loyalty
- Changing expectations and service trends
- The customer journey
- Policies, procedure and standards
- First impressions
- The communication process
- Working successfully with your colleagues
- Welcoming customers of all ages
- Using customer service to boost business
- Converting enquiries into sales
- Handling complaints and resolving problems

Ask for dates and special prices

#### Further Information or booking:

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