

Welcome Host Customer Service Training

This is the definitive one-day training course and includes a mix of inspirational presentation, stimulating group activity, essential tips and individual action planning. Working in conjunction with Tourism Southeast indigoskills are proud to offer this highly effective training programme designed to stimulate and inspire those responsible for delivering exceptional customer service.

Overview

An introduction to the Tourism, Leisure and Hospitality industry

Understanding your customers

The value of excellent customer service

The benefits and value of tourism

The customer experience

Key elements of customer service

Setting and maintaining standards

First impressions

The communication process

Types of communication

Written communication

Telephone techniques

Knowing your area and giving directions

Providing an accessible service

Language and cultural diversity

Welcoming customers of all ages

Dealing with difficult situations

Handling complaints and resolving problems

Using customer service to boost business

Delivering excellent customer service

Successful communication

Providing information and advice

Meeting specific needs

Boosting business

City & Guilds

Find out more
about the
City & Guilds
qualification

£85+VAT per person

Contact our office to discuss your requirements and book a training date.

(minimum delegate numbers apply)

How will it improve my business

Excellent customer service is the only acceptable standard that you demand from your staff, engaging them in a challenging training session will improve communication with your existing customers and make new ones more likely to return.

Course Bookings

0845 6021167

www.indigoskills.co.uk

info@indigoskills.co.uk

indigoskills



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Welcome Host

Course Aim

Welcome Host is a one day programme designed to help acquire new customer service and communication skills, as well as improve knowledge of local facilities and services.

Duration

1 Day, timings Start 9.15am – Finish (Approx) 4.30pm.

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 course

An understanding of the characteristics and importance of the hospitality, leisure, travel and tourism industry, recognition of the importance of customer service to hospitality, leisure, travel and tourism business success, ability to communicate effectively with customers, information on dealing with a wide range of customer requirements and situations.

Course Method

Discussion groups
Video presentation/clips
Case studies and activities

Assessment

A short multiple choice test, completed at end of the day.

Next steps

Leading directly on to any of the other Welcome to Excellence courses, which builds upon and extends the knowledge developed and the NCFE qualification or Level 2/3 NVQ Welcome Management.

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