

## Welcome Host Plus – Information Sheet

*Course Aim: 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.*

Duration                    1 Day  
Timings                    Start 9.15am – Finish (Approx) 4.30pm

### **Do I need previous knowledge and skills required?**

No

### **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?**

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.

### **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
- Enhancing the quality of service you provide

**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 in Welcome Host and the NCFE qualification or Level 2/3 NVQ Welcome Management

If you require any further information, please contact:

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