



**TOURISM  
SOUTH EAST**

## Hampshire Training and Skills Opportunities

**It is now more important than ever to invest in skills development to boost business success.** Tourism South East has funding available to offer businesses support and training at heavily subsidised rates. In-house delivery to suit your organisation can also be arranged. **If you are....**

- A member of Tourism South East (*Members Price*)
- A business in the Tourism, Leisure & Hospitality industry (*Non-Member price*)
- A small rural Tourism, Leisure & Hospitality business (*Rural Price*)

**You could be eligible for the new discounts of up to 50% on all Welcome to Excellence courses held at your organisation. Ask us for more details.**

<p><b>Welcome Host – one day</b> The UK's number one customer service course – core practical skills for all staff to improve their day-to-day performance (nationally recognised City and Guilds qualification available for an additional £12pp)</p>	24 <sup>th</sup> March 2010 – Beaulieu, New Forest
<p><b>Standard Price: £85pp      Rural Price: £27pp      Members Price: £43pp      Non Members Price: £59pp</b></p>	
<p><b>Welcome Host Trainer Briefing – one day</b> Already have training experience? Become an in-house trainer to deliver the UK's number one customer service course to your staff and help them exceed customer expectations</p>	8 <sup>th</sup> March 2010 – Tourism South East, Eastleigh
<p><b>Standard Price: £250pp      Rural Price: n/a      Members Price: £125pp      Non Members Price: £125pp</b></p>	
<p><b>Welcome All – one day</b> Learn how to welcome and look after customers with disabilities and varying access needs - ensuring you are truly fit for business.</p>	16 <sup>th</sup> March 2010 - Southampton 12 <sup>th</sup> May 2010 - New Forest  Funded by Accentuate 
<p><b>Standard Price: £85pp      Rural Price: n/a      Members Price: £25pp      Non Members Price: £25pp</b></p>	
<p><b>Lead, Motivate &amp; Succeed – one day</b> Designed to help supervisors and managers to lead, develop and motivate their staff so that the whole team delivers world-class customer service. Ideal for first-time line managers and supervisors.</p>	15 <sup>th</sup> April 2010 – Beaulieu, New Forest
<p><b>Standard Price: £90pp      RDPE Price: £45pp      Members Price: £45pp      Non Members Price: £63pp</b></p>	
<p><b>Win More Conference Business – Mystery shop &amp; one day workshop for 2 delegates</b> Relevant to all owners, managers and supervisors. The mystery shop includes website evaluation, telephone enquiry, visit and report, followed by a 1 day workshop for 2 members of your team on how to maximise your sales and deliver outstanding conferences and meetings.</p>	1 <sup>st</sup> March 2010 – The Elvetham Hotel, Hartney Witney  <b>Price includes 2 delegates</b>  Price includes 2 delegates
<p><b>Standard Price: £430      Rural Price: n/a      Members Price: £150      Non Members Price: £215</b></p>	