



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*)

<p>Welcome Host – one day The UK's number one customer service course – core practical skills for all staff to improve their day-to-day performance.</p>	<p>7 September 2010 – Northcourt, Shorwell 2 November 2010 – Isle of Wight Steam Railway</p> <p>Timings: 9.30am - 4.30pm (approx)</p>
<p>Standard Price: £95pp Member Price: 50pp</p>	<p>Non Member Price: £55pp Rural Price: £32pp</p>
<p>Welcome Host Plus – one day The Ideal next step after Welcome Host, this will give you an insight into how to deal with especially challenging situations, how to build a winning team and achieve world-class customer service.</p>	<p>9 November 2010— New Holmwood Hotel</p> <p>Timings: 9.30am - 4.30pm (approx)</p>
<p>Standard Price: £95pp Limited Special Offer: £65pp</p>	<p>Rural Price: £32pp</p>
<p>NEW Welcome Host Gold – one day Set your sights high through the acquisition of world-class customer service standards that equip staff to add value by increasing sales and customer satisfaction. (nationally recognised City and Guilds qualification available for an additional £15pp)</p>	<p>11 October 2010—Gurnard Pines 15 November 2010 - Rookley County Park, Ventnor</p> <p>Timings: 9.30am - 4.30pm (approx)</p>
<p>Standard Price: £95pp Member Price: £50pp</p>	<p>Non Member Price: £55pp Rural Price: £32pp</p>
<p>Welcome Management – one day Designed for those responsible for leading a team of staff, this training programme can help participants to develop a customer service strategy, design and implement systems that meet customer needs, and lead a customer focused team.</p>	<p>6 October 2010 – Priory Bay Hotel</p> <p>Timings: 9.30am - 4.30pm (approx)</p>
<p>Standard Price: £105pp Limited Special Offer: £75pp</p>	<p>Rural Price: n/a</p>
<p>Search Engine Optimisation – half day Target the 33% of people who use search engines for holiday ideas. Learn the fundamentals of search marketing, optimise your website to achieve higher search engine rankings and analyse, write and prepare your website to perform better.</p>	<p>9 September 2010 – Priory Bay Hotel</p> <p>Timings: 10.45am - 3.30pm (approx)</p>
<p>Standard Price: £150pp Limited Special Offer: £65pp</p>	<p>Rural Price: n/a</p>
<p>Google Tools – half day Ensure your website delivers more sales. Use Google Analytics and other tools (many free of charge) to make your site more user-friendly and gain more bookings</p>	<p>25 November 2010 – Brading Roman Villa</p> <p>Timings: 10.45am - 3.30pm (approx)</p>
<p>Standard Price: £150pp Limited Special Offer: £65pp</p>	<p>Rural Price: n/a</p>
<p>Win More Conference & Events Discover the secrets of sales success, including customer targeting, building a customer-focused team and competitive marketing strategies. Find out how to deliver outstanding events that will create a 'buzz' about your venue, helping accelerate sales through word of mouth recommendations.</p>	<p>5 October 2010 - Priory Bay Hotel</p> <p>Timings: 9:30am—5:00 pm (approx)</p>
<p>Standard Price: £95pp Member Price: 90pp</p>	<p>Rural Price: n/a</p>