



**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>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 (nationally recognised City and Guilds qualification available for an additional £12pp)</p>	<p>11th February 2010 - Spinnaker Inn, Southampton 24th March 2010 – Beaulieu, New Forest</p>
<p>Standard Price: £85pp Rural Price: £27pp Members Price: £43pp Non Members Price: £59pp</p>	
<p>Welcome Host Trainer Briefing – one day 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>	<p>8th March 2010 – Tourism South East, Eastleigh</p>
<p>Standard Price: £250pp Rural Price: n/a Members Price: £125pp Non Members Price: £125pp</p>	
<p>Welcome All – one day Learn how to welcome and look after customers with disabilities and varying access needs - ensuring you are truly fit for business.</p>	<p>16th March 2010 - Southampton 12th May 2010 - New Forest Funded by Accentuate </p>
<p>Standard Price: £85pp Rural Price: n/a Members Price: £25pp Non Members Price: £25pp</p>	
<p>Lead, Motivate & Succeed – one day 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>	<p>15th April 2010 – Beaulieu, New Forest</p>
<p>Standard Price: £90pp RDPE Price: £45pp Members Price: £45pp Non Members Price: £63pp</p>	
<p>Make Quality Count workshop – half day Practical tips and advice to help guest accommodation providers improve their quality standards. Topics covered include, what an assessment involves, an explanation of quality, what customers want and the chance to find out what an assessment involves.</p>	<p>9th February 2010 – The Dairy at Packridge Farm, Romsey</p>
<p>Standard Price: FREE Rural Price: FREE Members Price: FREE Non Members Price: FREE</p>	
<p>Win More Conference Business – Mystery shop & one day workshop for 2 delegates 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>	<p>2nd February 2010 – Brading Roman Villa, Brading Price includes 2 delegates</p>
<p>Standard Price: £430 Rural Price: n/a Members Price: £150 Non Members Price: £215</p>	

Meeting the Media – half day

Tips on how to be prepared to welcome the media to your business, and discover PR tips and tactics to proactively secure positive coverage.

11th February 2010 – Hilton Hotel, Portsmouth

Standard Price: £60pp

Rural Price: n/a

Members Price: £10pp

Non Members Price: £10pp



Project specific eligibility paperwork will need to be completed to ensure that any subsidised rate will apply

To book your place on any of the above courses, please complete an [application form](#)

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