



**TOURISM  
SOUTH EAST**

## Isle of Wight 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 Members 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. Prices valid until 31 March 2010**

<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>	14 <sup>th</sup> April 2010 – Brading Roman Villa, Isle of Wight
<p><b>Standard Price: £85pp</b>      <b>Rural Price: £27pp</b>      <b>Members Price: £43pp</b>      <b>Non Members Price: £59pp</b></p>	
<p><b>Welcome Host Plus – one day</b> 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>	28 <sup>th</sup> April 2010 – Isle of Wight – Priory Bay Hotel
<p><b>Standard Price: £85pp</b>      <b>Rural Price: £27pp</b>      <b>Members Price: £43pp</b>      <b>Non Members Price: £59pp</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>	9 <sup>th</sup> April 2010 - Isle of Wight, Venue TBC Funded by Accentuate 
<p><b>Standard Price: £85pp</b>      <b>Rural Price: n/a</b>      <b>Members Price: £25pp</b>      <b>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>	19 <sup>th</sup> March 2010 - New Holmwood Hotel, Isle of Wight
<p><b>Standard Price: £90pp</b>      <b>Rural Price: £45pp</b>      <b>Members Price: £45pp</b>      <b>Non Members Price: £63pp</b></p>	
<p><b>Green Advantage – one day</b> Find out more about how an understanding of environmental and sustainable tourism issues can boost your business performance through 'going green'.</p>	22 <sup>nd</sup> April 2010 – Brading Roman Villa, Brading
<p><b>Standard Price: £85pp</b>      <b>Rural Price: £31pp</b>      <b>Members Price: £43pp</b>      <b>Non Members Price: £59pp</b></p>	
<p><b>Search Engine Optimisation – half day</b> 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>	23 <sup>rd</sup> March 2010 - Isle of Wight, Venue TBC
<p><b>Standard Price: £120pp</b>      <b>Rural Price: n/a</b>      <b>Members Price: £50pp</b>      <b>Non Members Price: £50pp</b></p>	