




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

Welcome Host – one day		Dates to be confirmed	
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)			
Standard Price: £85pp	Rural Price: £27pp	Members Price: £43pp	Non Members Price: £59pp
Welcome All – one day		22 nd April 2010 – TBC, Surrey	
Learn how to welcome and look after customers with disabilities and varying access needs - ensuring you are truly fit for business.		Funded by Accentuate 	
Standard Price: £85pp	Rural Price: n/a	Members Price: £25pp	Non Members Price: £25pp
Green Advantage – one day		13 th May 2010 – Guildford, Surrey	
Find out more about how an understanding of environmental and sustainable tourism issues can boost your business performance through 'going green'.			
Standard Price: £85pp	Rural Price: £31pp	Members Price: £43pp	Non Members Price: £59pp
Win More Conference Business – Mystery shop & one day workshop for 2 delegates		1 st March 2010 – The Elvetham Hotel, Hartney Witney	
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.		Price includes 2 delegates	
Standard Price: £430	Rural Price: n/a	Members Price: £150	Non Members Price: £215

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