




## Sussex 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> <p><b>Standard Price: £85pp</b>      <b>RDPE Price: £27pp</b>      <b>Members Price: £43pp</b>      <b>Non Members Price: £59pp</b></p>	<p>22<sup>nd</sup> April 2010 – Chichester, West Sussex 5<sup>th</sup> May 2010 – Lewes, East Sussex 19<sup>th</sup> May 2010 – Eastbourne, East Sussex 29<sup>th</sup> April 2010 – Brighton, East Sussex</p>
<p><b>Welcome Line – one day</b> Learn how to communicate effectively on the telephone and via email and acquire the skills needed to convert enquiries into sales.</p> <p><b>Standard Price: £85pp</b>      <b>RDPE Price: n/a</b>      <b>Members Price: £43pp</b>      <b>Non Members Price: £59pp</b></p>	<p>17<sup>th</sup> March 2010 – Chichester, West Sussex 18<sup>th</sup> May 2010 – London Gatwick, West Sussex</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> <p><b>Standard Price: £85pp</b>      <b>RDPE Price: £n/a</b>      <b>Members Price: £25pp</b>      <b>Non Members Price: £25pp</b></p>	<p>11<sup>th</sup> March 2010 – Lewes, East Sussex 15<sup>th</sup> April 2010 – Eastbourne, East Sussex 26<sup>th</sup> April 2010 – Fletchers Tea Rooms Rye, East Sussex 13<sup>th</sup> May 2010 – Chichester, West Sussex Funded by Accentuate </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> <p><b>Standard Price: £90pp</b>      <b>RDPE Price: £45pp</b>      <b>Members Price: £45pp</b>      <b>Non Members Price: £63pp</b></p>	<p>10<sup>th</sup> March 2010 – Chichester, West Sussex 27<sup>th</sup> April 2010 – Lewes, East Sussex</p>
<p><b>Welcoming Walkers &amp; Cyclists – one day</b> This inspirational one-day course highlights ways in which accommodation providers and others can tap into the specialist market of walkers and cyclists, improving the customer experience and increasing business profitability as a result.</p> <p><b>Standard Price: £85pp</b>      <b>RDPE Price: £27pp</b>      <b>Members Price: £43pp</b>      <b>Non Members Price: £59pp</b></p>	<p>20<sup>th</sup> April 2010 – Lewes, East Sussex</p>