

Welcome to Excellence Programme 2008/2009
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Welcome Host

This course will help your business provide higher standards of service to visitors and local residents, increase sales and profitability, build repeat business and enhance customer satisfaction. Topics include; tourism, leisure and hospitality, understanding your customers. Delivering customer excellence , communicating successfully, meeting specific needs, dealing with difficult situations and boosting business.

Dates: Thurs 6th November- The Maltings Theatre - Berwick
Thurs 18th December- Segedunnum Wallsend Tyne and Wear
Thurs 26th March- Beamish Museum Chester le Street
Thurs 23rd April- Castlegate Quay and Water Sports Centre, Stockton
Thurs 11th June- Hadrians Wall Heritage, Hexham

Welcome Host Plus

Builds on the skills and knowledge of Welcome Host. Topics include: the service challenge, customers and competitors, service encounters, service recovery, building a winning team, converting enquiries into sales, and working together to enhance the quality of service delivery.

Dates: Thurs 4th Dec- Castlegate Quay and Water Sport Centre, Stockton
Thurs 12th February- Woodhorn Museum- Ashington
Thurs 2nd April- Beamish- Chester le Street

£65.00 pp

Welcome All

Offers practical advice and guidance on providing a service to customers with disabilities and specific needs. This course also ensures that participants are aware of the key provisions of the Disability Discrimination Act.

Dates Thurs 20th Nov- The Alnwick Garden- Alnwick
Thurs 29th Jan- Tyne and Wear TBA
Thurs 12th March – Deneholme, Allendale, Northumberland
Thurs 7th May- Durham- Ushaw College- Durham.

£65.00 pp

Welcome Line

Concentrates on improving telephone and sales skills. This course offers a practical approach to improving telephone techniques as well as enabling participants to develop their sales skills.

Dates Thurs 15th January- Kirkley Hall Ponteland
Thurs 21st May- Bowes Museum- Barnard Castle Co. Durham

£65.00 pp

Welcome International

This course is designed to assist from the employees who meet international visitors as part of their daily work. No knowledge of a foreign language is required to participate. You will learn how to deal with different cultures and learn some useful phrases in a few different languages.

Dates Thurs 26th Feb- Kirkley Hall- Ponteland
Thurs 4th June The Alnwick Garden

£65.00 pp

Lead, Motivate and Succeed

This course is for supervisors, and first time line-managers working in tourism, leisure, hospitality, retail, transport and all other service sectors where great customer service is essential. The course will help you develop the skills to manage staff effectively, show you how to become an inspirational leader, and enable you to plan and lead an improvement programme designed to deliver great customer service in your organisation. The course includes a mix of self-assessment activities and inspirational instruction.

Dates- Wed 12th Nov- Woodhorn Colliery Museum, Ashington
Wed 4th Feb- Segedunnum, Tyne and Wear

£80.00 pp

Welcome Management

A full day is tailored for those responsible for leading a team of front line staff. It will assist participants to develop an effective customer service strategy, design and implement systems that focus on meeting customer needs, benchmarking their service against their competitors and lead a customer service orientated team.
Please contact us for further details.

£90.00 pp

We can tailor the courses specifically to meet the needs of your business and the number of employees you have. Discounts and funding may be available.

Why not do all five courses for the price of three and gain a nationally recognised qualification? The NCFE Certificate in Customer Service for Hospitality, Leisure, and Travel and Tourism incorporates Welcome Host, Welcome All, Welcome Host Plus, Welcome Line and Welcome International which will enhance not only the individuals' skills but also benefit the business.

Contact us for further details of these and bookings:

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