

'Welcome All'



Why is the course important/ Course Overview

Combining an expert overview with specific actions to improve customer service in your business, no wonder this is the UK's No 1 training course in customer service.

Welcome All covers:

1. Introduction
2. A positive approach
3. Effective communication
4. Improving accessibility
5. Making a real difference
6. Assessment activity
7. The Disability Discrimination Act
8. National Accessible Scheme

Duration of Course:

This is a one-day course.

Previous Learning Requirements:

This definitive one-day training course includes a mix of inspirational presentation, stimulating group activity, essential tips and individual action planning.

Additional Information:

Refresher/ Development Training:

Refresher training is always recommended to maintain current high standards

Assessment:

Assessment carried out on the day of training.

Course Fees: £95 + exam registration if required

How do I find out more? [Click Here](#)