

# 'Welcome Host Plus'



## 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 Host Plus covers:

1. Welcome back
2. The service challenge
3. Customers and competitors
4. Service encounters
5. Service recovery
6. Building a winning team
7. Converting enquiries into sales
8. Quality counts

### Duration of Course:

This is a one-day course.

### Previous Learning Requirements:

This one-day hospitality management training course is designed to build on the knowledge and skills you gained through Welcome Host and take you to the next stage.

### Additional Information:

### Refresher/ Development Training:

This is an ideal step to the 'Welcome All' program

### Assessment:

Assessment carried out on the day of training.

**Course Fees:** £95 + exam registration if required

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