

'Welcome Host'



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.

1. Introduction
2. The Tourism, Leisure and Hospitality industry
3. Understanding your customers
4. Delivering excellent customer service
5. Successful communication
6. Providing information and advice
7. Meeting specific needs
8. Dealing with difficult situations
9. Boosting business
10. Assessment activity

Duration of Course:

This is a one-day course.

Previous Learning Requirements:

None

Additional Information:

It may be possible to include specific company or organisational policies within this course.

Refresher/ Development Training:

This is an ideal step to the 'Welcome Host Plus' 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](#)