

Business and Enterprise



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WorldHost Principles of Customer Service Excellence

Dumfries and Galloway Council in partnership with People 1st and Dumfries and Galloway College are supporting the roll out of the **WorldHost Principles of Customer Service Excellence** training programme in our region and we are looking to deliver this in Moffat initially. **Training will be held at the Buccleuch Arms Hotel in Moffat on Thursday 8th March.**

The training is open to all and is **specifically aimed that those in the hospitality, passenger transport, retail, travel and tourism industries**. This course is ideal for any member of staff that has day-to-day interaction with customers – whether they're an assistant, supervisor, department head or owner. It's also relevant to staff in non-customer-facing roles; many clients report that the training improves internal communication. **Accreditation lasts for 2 years** and the course is delivered over a one day workshop.

What the course covers:

- The role of all staff in delivering outstanding customer care
- Giving positive first impressions
- Communication and listening skills to create excellent rapport with customers
- Generating revenue for your business through customer service excellence
- 'Going the extra mile'

The cost per attendee is subsidised by Dumfries and Galloway Council and will be £25 per attendee for all other businesses. Businesses with 150 or more employees are not eligible for the subsidy but can attend at the full cost of £80 per delegate.

If you have an interest in participating in this initiative please email in the first instance Elizabeth Budde (buddee@dumgal.ac.uk). Bookings will be administered by Dumfries & Galloway college.



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