

boston:college

free training

Transforming businesses
across Greater Lincolnshire



Customer Service





We are delighted to be able to offer you the programme that was such a success at the London 2012 Olympics. We believe you will enjoy discovering the rewards of the WorldHost Customer Service programme, which is also accredited by City and Guilds.

The Skills Support for the Workforce project is fully funded by the European Social Fund (ESF) and is aimed at raising the standards of customer service in the retail, hospitality, and travel and tourism sectors, and therefore no financial contribution is required.

WorldHost: Principles of Customer Service

Train your front line staff to deliver a great customer experience. The WorldHost Principles of Customer Service one-day course will give your staff the skills and knowledge to deliver the excellent customer service that will give your business a great reputation.

The programme includes:

- Why customer service is such an important part of their role
- How to make a great first impression
- How to 'go that extra mile'

Limited places available, book your place now.



WorldHost: Business Recognition Award

An award for businesses that believe in delivering excellent service levels. By training 50% or more of your front-line staff you can become eligible to apply for Business Recognition and display the WorldHost logo on your premises, website and letterhead.

Are you eligible?

If you are located in Greater Lincolnshire (Lincolnshire, North Lincolnshire and North East Lincolnshire) and have under 250 employees, anyone aged 19 or over can take advantage of this free training. The employee should be working for 8 hours or more a week and meet residency criteria.

Delivered in partnership with our consortium members.

Interested? Please talk to your local destination management organisation; Visit East Lincolnshire or Visit Lincoln, alternatively contact the ESF Project Officer, Tracey Houghton:

Call: 01205 365701 ext. 6242 or Email: tracey@boston.ac.uk
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