

SUPPORT THE 2011 TOURISM STRATEGY

ATTEND SPECIAL TRAINING WORKSHOPS TO BE HELD DURING MAY AT SUNCOAST CASINO IN DURBAN

CUSTOMER SERVICE

Venue: Suncoast Casino, Durban
 Dates: Wednesday and Thursday,
 4th and 5th May 2011
 Times: 08h30 to 16h00

DESTINATION KNOWLEDGE

Venue: Suncoast Casino, Durban
 Date: Friday
 06 May 2011
 Time: 08h30 to 16h00



A commitment to quality service in South Africa

SA Host is South Africa's leading Customer Service Training Programme. It is based on international standards and is facilitated by qualified and registered experts.

SA Host is a specially researched and designed Programme based upon the Host Programmes such as World Host; Aussie Host; Kiwi Host; AfriHost and ZimHost.

The two-day Programme focuses on interpersonal communications, customer relations and service. It builds personal, professional and community pride and inspires a greater commitment to providing better service.

LEARNING OUTCOMES

1. What is customer service excellence
2. Identify customers and treat internal customers efficiently;
3. Work place and professional presentation
4. Excelling in communication skills



"Know Your Country, Know Your City" (KYC, KYC) is South Africa's leading Destination Knowledge Training Programme. It was researched and designed for the National Department of Tourism and is endorsed by THETA.

The KYC, KYC one-day Workshop is a dynamic and interactive experience facilitated by qualified and registered experts.

The Programme provides a broad knowledge of South Africa and your Province and City. The Programme was designed as part of the 2010 FIFA World Cup preparations and was attended by thousands of Volunteers from all the Host Cities.

COURSE CONTENT AND OBJECTIVES

- Insight into South Africa
- World heritage sights
- Tourist attractions of the city

5. Greet customers and identify customer expectations through conversation;
6. Understand the communication process in order to overcome communication barriers and communicate effectively;
7. Effective telephone communication
8. Handle complaints effectively and professionally;

The SA Host Programme is managed by THETA and is supported by the National Department of Tourism. The Programme was used in preparation of the Cricket, Rugby and Soccer World Cups held in South Africa.



tourism
 Department:
 Tourism
 REPUBLIC OF SOUTH AFRICA



- To establish and build a network of Ambassadors who**
- Are knowledgeable about their country and city
 - Are proud about their country and city
 - Will enthusiastically and accurately share their knowledge and pride in their country and city with others
 - Are committed to enhancing the experience of every Visitor they come into contact with so that the Visitor is encouraged to return
 - Will encourage Visitors to “spread the word” about their country and city
 - Will promote and encourage consistency and quality service on information dissemination about their country and city
 - Will be Ambassadors for their country and city

- A TWO-DAY WORKSHOP
- COST OF R 1 300 PER DELEGATE INCL. VAT
- INCLUDES WORKBOOK & CERTIFICATE
- INCLUDES FINGER LUNCHES ON BOTH DAYS

- A ONE-DAY WORKSHOP
- COST OF R 650 PER DELEGATE INCL. VAT
- INCLUDES WORKBOOK & CERTIFICATE
- INCLUDES A FINGER LUNCH

Specialists in Education & Training; Human Resources, Labour Law & Business Support Management



Tourism Hospitality & Sport Business School

Tel: 076 5800 271 or 071 0493 221

Website: www.thsbs.com Fax: 086 617 3366

Email: donleffler@lantic.net or
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