



**Cambridge**  
Regional College  
first for training & skills

Worldhost is a world-class training programme that has been developed to raise the standard and delivery of customer service in the UK.

Worldhost is one of the most effective customer service courses available for those in hospitality, tourism, retail and other service-centred businesses.

Participants on the Worldhost programme will gain valuable skills and techniques that are crucial for a professional and customer focused service.

Course duration is one day and,

- Candidates can book onto the course and attend Cambridge Regional College.
- Or the course can take place in your own work

Candidates will gain a level 2 certificated qualification from people 1st.

**The worldhost programme is an excellent course that will improve the standard of customer service**



Worldhost has been awarded the London 2012 Inspire Mark in recognition of its contribution to the skills training for staff and contractors at the London Olympic and Paralympics Games.



#### Course content:

- Introduction to Principles of Customer Service workshop
- Hello and welcome—using and remembering names
- Working towards WOW—first impressions
- How effective is your communication—the communication process
- The power of listening—why handle customer concerns
- Tourism—it's everybody's business—the value of tourism
- Now it's up to you—five key commitments—Going the extra mile (GEM)



**If you would like to enquire or wish to make a booking please contact Sharon Barry;**

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