



## WorldHost Customer Service Training Calendar 2011

The new WorldHost Customer Service programme is delivered across Wales by a network of quality approved trainers. All are passionate advocates of excellent customer service in the tourism industry. From September to December this unique programme will run at over 40 one day workshops across Wales.

People 1st, the UK Licence holder for WorldHost, is offering subsidised places to the first 1,500 individuals to register, reducing the cost from £80 to just £21 per person for small businesses.\* This first come first served opportunity includes materials, certificate and a lapel pin at no extra cost.

<b>Swansea</b>	26 September
<b>Llandudno</b>	26 September
<b>Carmarthen</b>	27 September
<b>Port Talbot</b>	28 September
<b>Cardiff</b>	30 September
<b>Aberystwyth</b>	04 October
<b>Machynlleth</b>	04 October
<b>Wrexham</b>	05 October
<b>St Asaph</b>	06 October
<b>Swansea</b>	07 October
<b>Cardiff</b>	10 October
<b>Llandudno</b>	10 October
<b>Bangor</b>	10 October
<b>Caerphilly</b>	17 October
<b>Cardiff</b>	18 October
<b>Builth Wells</b>	18 October
<b>Machynlleth</b>	18 October
<b>Carmarthen</b>	18 October
<b>Ebbw Vale</b>	19 October
<b>Swansea</b>	24 October
<b>Carmarthen</b>	01 November

<b>Caernarfon</b>	02 November
<b>Cardiff</b>	04 November
<b>Cardiff</b>	07 November
<b>Caerphilly</b>	07 November
<b>Dolgellau</b>	08 November
<b>Carmarthen</b>	08 November
<b>Swansea</b>	15 November
<b>Cardiff</b>	22 November
<b>Pwllheli</b>	23 November
<b>Bangor</b>	28 November
<b>Carmarthen</b>	28 November
<b>Swansea</b>	28 November
<b>Wrexham</b>	30 November
<b>Caerphilly</b>	05 December
<b>Cardiff</b>	05 December
<b>Caernarfon</b>	06 December
<b>Swansea</b>	06 December
<b>Cardiff</b>	09 December
<b>Swansea</b>	12 December
<b>Cardiff</b>	13 December
<b>Llandudno</b>	13 December

\* Subsidised prices are for eligible delegates in employment. £21 price applies to organisations with fewer than 250 staff. A subsidised price of £35 applies to delegates from larger organisations. Programmes are dependent on a minimum number of delegates and may therefore be subject to cancellation.