



# Business Support

## WorldHost

Supported by the Department for Employment and Learning funding package

### What is WorldHost?

“WorldHost is a world-class customer service programme originally developed to enhance the overall customer experience at the Vancouver Winter Olympics. Following its success in Vancouver, People 1st has adapted the programme to suit the needs and wants of consumers in the UK aimed at improving the customer service experience.”

WorldHost training will consist of the following programmes:

- The Principles of Customer Service
- Ambassadors Workshop - (Regionalised Tourist Information module)
- Local familiarisation tour

#### Aim

Over the next few years Northern Ireland will host an impressive series of global events including the Titanic Centenary, Irish Open Portrush 2012 and Derry City of Culture 2013. To help businesses gain a competitive edge, People1st has acquired the exclusive rights to deliver WorldHost™ – a world-class training programme developed to raise the standard and delivery of customer service in the UK.

#### Programme Eligibility

Participants must be employees within

- Tourism, hospitality, travel or passenger transport sectors
- Private companies of less than 250 employees
- Have direct engagement with visitors

(Companies or organisations receiving public funding are not eligible, through this offering)

#### Funding

The Department for Employment and Learning have committed to funding 90% of the programme for employees with the expectation that the remaining £20 will be funded by the employer or participant.

#### Delivery

Training is delivered over two days by Northern Regional College WorldHost qualified staff. Flexible delivery can be arranged to meet business needs.



Department for  
**Employment  
and Learning**  
www.delni.gov.uk



**northernireland  
tourist board**



For more Information contact: **Nicola Rowles** Economic Engagement Manager  
T: 028 7939 5238 | M: 07554 118668 | E: nicola.rowles@nrc.ac.uk | W: www.worldhostni.com