

Training courses calendar

Day	Programme	Category	Duration	Fee
SEPTEMBER 2019				
Thursday, September 26 th	Make it personal, make it memorable	Customer experience	9AM – 11AM	£99
OCTOBER 2019				
Thursday, October 3 rd	Storytelling	Customer experience	9AM – 11AM	£99
Tuesday, October 8 th	The art of small talk	Customer experience	9AM – 11AM	£99
Tuesday, October 15 th	What's in a name?	Customer experience	9AM – 11AM	£99
Tuesday, October 22 nd	Fundamentals of great service 	Customer experience	9AM – 1PM	£350
Tuesday, October 29 th	Ultimate customer recovery	Customer experience	9AM – 1PM	£350
NOVEMBER 2019				
Thursday, November 7 th	Ultimate customer experience 	Customer experience	9AM – 1PM	£350
Tuesday, November 12 th	Make it personal, make it memorable	Customer experience	9AM – 11AM	£99
Tuesday, November 19 th	Creating brand you 	Customer experience	9AM – 1PM	£350
DECEMBER 2019				
Thursday, December 5 th	The ultimate welcome	Customer experience	9AM – 11AM	£99
Thursday, December 12 th	Ultimate customer experience 	Customer experience	9AM – 1PM	£350

Rates exclude VAT.

To make a booking, please contact: dcacademy.DCL@dorchestercollection.com

or telephone: +44 (0)20 7319 7590

All programmes include refreshments and complimentary WI-FI.

To privatise a session for your company, please note that we will require a minimum of 6 people and maximum of 12 people.

All sessions to be prepaid via bank transfer prior to the session date.



CPD accredited training courses.