

Training courses – Customer Service Sound Bite Sessions

Day	Programme	Duration	Fee
JANUARY 2020			
Tuesday, January 21 st	Understanding service for UHNWI	9AM – 11AM	£99
Tuesday, January 28 th	Make it personal, make it memorable	9AM – 11AM	£99
FEBRUARY 2020			
Thursday, February 6 th	Storytelling	9AM – 11AM	£99
Wednesday, February 12 th	The ultimate welcome	9AM – 11AM	£99
Thursday, February 13 th	Sense of luxury	9AM – 11AM	£99
Tuesday, February 25 th	Make it personal, make it memorable	9AM – 11AM	£99
MARCH 2020			
Wednesday, March 4 th	What's in a name?	9AM – 11AM	£99
Thursday, March 5 th	Understanding service for UHNWI	9AM – 11AM	£99
Tuesday, March 10 th	Make it personal, make it memorable	9AM – 11AM	£99
Tuesday, March 17 th	The art of small talk	9AM – 11AM	£99
Thursday, March 19 th	Sense of luxury	9AM – 11AM	£99

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.

DC Academy reserves the right to cancel the session should the minimum of delegates required to run the session not met. An alternative dates will be offered.

All sessions to be prepaid via bank transfer or via our online payment system prior to the session date.