

TRAINING

Welcome training most welcome

So far 50 individuals from the area's tourism industry have completed free training to become customer service champions. Nominated by their business or in the case of business owners and managers, self-nominated, each candidate attended the four-day Certificate in Customer Service course, fully sponsored by the Bournemouth 2026 Partnership and Bournemouth and Poole Local Area Agreement.

'With funding for 150 individuals from all walks of the tourism and hospitality industry, there is room for more', said Debra Horlock from the Dorset New Forest Tourism Partnership, who are managing the customer service training. 'If you have a business in Bournemouth or Poole with less than 50 employees we'd like to make sure you have the chance to share in the benefits of great customer service'.

Owners of participating Fenn Lodge Guest House said; "The training has given us a fresh focus. I've been inspired by what I have learnt and the people I have met. Within days of the completing the programme I secured extra business; with 58% repeat visitors, I see great customer service as a cost effective marketing tool'.

Anyone interested in nominating members of staff for the free customer service training should contact Teresa Salmon on 01202 451151 or email teresa.salmon@bournemouth.gov.uk

For more details and the training dates please click [here](#)

If that wasn't enough there's a further **100,000 reasons to be cheerful!**

Celebrations are underway in following a £100,000 donation from the Arts Council towards the new regional dance centre. Construction work starts this month on Pavilion Dance, a world-class venue to be operated by Dance South West and Bournemouth Borough Council. The grant funding from the Arts Council means the venue will be enhanced to the highest possible digital specification and will enable digital projects to be presented on screens in the foyer.

The 1,249 square metre dance centre, the first major project to be delivered by the Town Centre Master Vision, will occupy the currently vacant Ocean Room and former Viking Bar at the seaside end of the Pavilion and will feature a large entrance foyer, community and professional dance studios, changing rooms, back stage facilities and a studio theatre with retractable seating for up to 200; outside the landscaped terraces will provide an attractive performing spaces.

Pavilion Dance is scheduled to open in autumn 2010.