

Abu Dhabi Tourism Authority presents

## Enhancing the Guest Experience

A work-shop series helping us give our visitors more

### The Programme

This is a series of one-day workshops designed to help hospitality and tourism employees to enhance the Abu Dhabi visitor experience by providing quality service in line with Emirati culture and delivering knowledge of the emirate's tourism products, culture and heritage.

### The Workshops:

#### Excellent Customer Service

At the end of the module, participants will demonstrate excellent customer service skills by adopting an enhanced customer service mindset. They will have a better awareness of verbal and non-verbal communication, including the First Impressions and Moment of Truth concepts. They will also learn how to handle challenging guests and resolve complaints successfully.

#### Tourism Information Services

Here participants will acquire knowledge of key Abu Dhabi attractions and find out which are the visitors' most requested tourism services, including airport services, food & beverage, shopping, travel agents packages, flight confirmation, transport, reservation and ticketing services. Participants will also be updated on current and future development taking place in Abu Dhabi.

#### Abu Dhabi Culture and Heritage

This module gives participants knowledge of the cultural and historical backdrop of Abu Dhabi and UAE. It will enable participants to share unique aspects of Emirati culture with visitors.

### Who Should Attend

Hospitality and tourism employees and employees from tourism related government authorities.

### About Your Workshop Leader

Abu Dhabi Tourism Authority has appointed the Vocational Educational and Training Institute (VETI), which has operated within Abu Dhabi since 2007, to conduct the programme. All programmes are designed to give participants practical skills and knowledge that employers need in the workplace.

### Programme Details

Time | 09:00 am to 5:00 pm (One-day workshop)

Venue details will be provided at the point of registration

### Registration

To register for a workshop, please complete the Registration form found on VETI Abu Dhabi Website [www.evti.ac.ae](http://www.evti.ac.ae) and submit it to VETI Abu Dhabi. VETI Abu Dhabi will then confirm your seat and provide you with information about the location of the workshop.

For further clarification, please contact VETI on 800 8 600 or send your inquiries to [ege@veti.ac.ae](mailto:ege@veti.ac.ae).

Registration fees | AED 100 per participant per workshop (includes refreshments & lunch)

Terms and Conditions apply.

Workshops are complimentary for Nationals and Abu Dhabi Government employees. Participants will receive attendance certification upon successful completion of each workshop.

Excellent Customer Service Workshop	Tourism Information Services Workshop	Abu Dhabi Culture and Heritage Workshop
Wednesday 10 Feb 10	Wednesday 17 Feb 10	Wednesday 24 Feb 10
Wednesday 03 March 10	Wednesday 10 March 10	Wednesday 17 March 10
Wednesday 24 March 10	Wednesday 31 March 10	Wednesday 07 April 10
Wednesday 21 April 10	Wednesday 28 April 10	Wednesday 05 May 10
Wednesday 12 May 10	Wednesday 19 May 10	Wednesday 26 May 10
Wednesday 02 June 10	Wednesday 09 June 10	Wednesday 16 June 10

