



## Visitor Information Training Course

The programme we have devised covers information useful for customer-facing roles, based on the experience of our award-winning team at the Oxford Visitor Information Centre. The course will equip participants to answer the wide range of questions visitors ask, and how to help the visitors make the most of our county. We cover the areas of:

### General information:

- Historical Oxford: the City and the University
- Geography: areas of Oxford and Oxfordshire

### Practical information:

- Attractions in Oxford and Oxfordshire
- Popular Annual Events
- Accommodation

### Transport networks

- Car Hire companies
- Bus and train networks
- Road Networks and Parking in Oxford

### Customer Service tools:

- Most frequently asked questions
- Where to find more information

We are happy to tailor the content to your specific requirements on request. Training can either be taken on one of our scheduled dates or delivered for your staff exclusively.

Scheduled Courses: £130 + VAT per person / £99 + VAT EO Partner Rate

Scheduled Courses 2019-20: 25 September 2019, 5 November 2019, 24 March 2020, 27 April 2020

Exclusive training day: £800 + VAT for up to 10 people.

### To Book, Contact Vanessa Allen:

01865 686432 / [vanessa.allen@experienceoxfordshire.org](mailto:vanessa.allen@experienceoxfordshire.org)

The Oxford Visitor Information Centre based on Broad Street in central Oxford receives over 500,000 visitors per year, and were Gold award winners in the 2018 Beautiful South Awards, and Finalists in 2017 VisitEngland Awards for Excellence, Information Provider of the Year.

*"The trainers were passionate about Oxford, informative and welcoming. A really good introduction to the city and a really good day overall."*

Chiltern Railways