

Visitor Information Training Course

The programme covers information useful for all visitor-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

- ✓ Improve the Oxfordshire Welcome
- ✓ Increase your staff knowledge
- ✓ Improve customer satisfaction

The course includes a walking tour of the city centre, to put some of the information in context.

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 Spring 2020

Tue 10 March

Tue 24 March

Mon 27 April

Prices

£140 + VAT per person / £98 + VAT EO Partner Rate

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

To Book

contact Vanessa Allen: 01865 686432 / vanessa.allen@experienceoxfordshire.org



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

Chiltern Railways

“Great learning, lots of new knowledge and places to recommend and visit.”

CB, Hotel Reception

“Great session with lots of information that kept me interested all day.”

SB, Attraction

“Really well presented and organised. I learnt a lot about my home city!”

HM, Attraction

“Wonderful and informed – covered everything from Latin to Cowley Road Carnival.”

IC, Hotel Reception

Companies who have taken this training for their teams include:

Belmond Le Manoir, Bicester Village Information Centre, Blenheim Palace, Chiltern Railways, Conference Oxford, Cotswold Lodge Hotel, Hawkwell House, Holiday Inn Oxford, Jurys Inn Oxford, The Macdonald Bear Hotel, The Old Bank Hotel, The Old Parsonage Hotel, The Oxford Belfry, Oxford Castle & Prison, Oxford Museum.

Oxford Visitor Information Centre

The Oxford Visitor Information Centre based on Broad Street in central Oxford receives 500,000 visitors per year, were award winners for Information Provider of the Year in the Beautiful South Awards, winning Gold in 2018 and Silver in 2019, as well as Silver in the 2018 VisitEngland Awards for Excellence.

