



‘Welcome to The 2010 Ryder Cup’

Free Training Opportunity!

- *Hotel on the Ryder Cup Travel Services official listing?*
- *Accommodation provider on the Visit Wales Ryder Cup accommodation listing?*
- *Expecting visitors as a result of the Ryder Cup?*
- *Simply want to learn more about the largest sporting event to come to Wales and what your business can do to make the most of it?*

The Ryder Cup is the largest sporting event to come to Wales, and ensuring a Warm Welsh Welcome is received by all visitors to the event is a great way to show the world what Wales has to offer.

In order to help you do this, Capital Region Tourism is offering **Free** ‘Welcome to The 2010 Ryder Cup’ training to businesses welcoming Ryder Cup visitors.

‘Welcome to The 2010 Ryder Cup’:

- For anyone welcoming Ryder Cup visitors but unable to commit to the full Croeso Cynnes programme, ‘Welcome to The 2010 Ryder Cup’ offers an alternative, and the opportunity to ensure they are ready to offer our Ryder Cup visitors a Welcome to do Wales proud, resulting in repeat visitors both for your business and Wales!
- The course aims to reinforce previous customer service training and provide key information about The Ryder Cup, Wales, Newport and its surrounding areas in an informative, interactive and enjoyable manner- resulting in an improved visitor experience.
- ‘Welcome to The 2010 Ryder Cup’ is a stand-alone course, available in a range of timescales to suit your needs – 4 hours, 45 minutes and 15 minutes – from accommodation providers to taxi companies, attractions to transport providers, there’s a course to suit you.
- Unlike Croeso Cynnes, there are no stipulations surrounding ‘Welcome to The 2010 Ryder Cup’ – you can send as many or as few people on the course.
- It’s simply a case of booking your place on a course (below) and attending, or if you would like to put 10 or more staff through the course, we can arrange the session to take place at your premises!

Open Sessions due to take place:

Date	Venue	Course length	Start & Finish times	Lunch Provided
11/05/2010	Cardiff Marriott	45 minutes	1.00pm-1.45pm	No
11/05/2010	Cardiff Marriott	45 minutes	2.30pm-3.15pm	No
19/05/2010	Craft in The Bay, Cardiff Bay	4 hour	11.00am – 3.30pm	Yes
28/05/2010	The Barn at Brynich, Brecon	4 hour	11.00am – 3.30pm	Yes
17/06/2010	Coed Y Mwstwr, Bridgend	4 hour	11.00am – 3.30pm	Yes
30/06/2010	Rhondda Heritage Park, nr Pontypridd	4 hour	11.00am – 3.30pm	Yes

For more information, to book your place on an above course, or to enquire about arranging a course near you, please contact Chris Allen at Capital Region Tourism on 02920 416418 /

**chris.allen@capitalregiontourism.org or visit our website:
<http://www.capitalregiontourism.org/skills/content-all.asp>**