



**22 - 26 July 2019**

**Coventry University, Coventry, United Kingdom**

## **ERASMUS+ Staff Training Program**

**Coventry University Student Services is hosting  
the first ERASMUS+ Staff Training Program**

The core theme of this program will be to explore the benefits of good customer service and how it can enhance the student experience.

We hope that by the end of the week, you will have insight into effective, meaningful customer service methodologies and will be more familiar with the value of quality customer service from a practical perspective.

It's an opportunity to take away new understandings from each other, get to know the city of Coventry and enjoy some highlights of British culture.

Through discussion, job observation, dedicated workshops and sharing best practice, our aim is to learn as much as possible from each other.



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### Benefits to taking part

- Collaboratively discuss opportunities available to UK/European HE institutions that add value to the student experience
- Identify and examine best practice, current trends and challenges
- Inspire others by sharing knowledge
- Cultivate networks to strengthen our community of Higher Education professionals
- Foster a culturally diverse perspective and ideas to benefit all participants and their organisations
- Discover more about British culture

### Features of the staff week

- Interactive sessions
- Customer service skills workshop
- English language activities
- Sessions will take place at the main Coventry University campus where we will showcase the best facilities we have to offer and the week will also include a trip to our CU London campus
- The price includes accommodation in our newest Halls of Residence located in the heart of the city centre
- Local excursions and several group meals included