

**NEWS RELEASE  
23 March 2010**

## **Gurnard Pines warms-up for the season ahead**

Isle of Wight holiday resort Gurnard Pines has invested in leading edge customer care training for their front line staff to offer world-class service and a warm welcome to their customers.

Gurnard Pines has been gearing up for the coming season by putting staff through the acclaimed Welcome Host customer care courses in a joint partnership with Tourism South East. 37 members of the Cowes-based team have completed the training, seven of which took an additional City & Guilds exam.

Staff were presented with certificates by Tourism South East's Development Director, Peter Colling. "Our market intelligence indicates that 2010 promises to be a good year for holiday parks in the region with the staycationing trend set to continue. Tourism businesses can stay one step ahead by investing in training to prepare for the increasingly discerning public who are seeking out businesses where they know they can expect great customer service" he said.

Kevin Darvill, Commercial Manager at Gurnard Pines added: "Providing an outstanding customer experience is our top priority and this investment demonstrates how seriously Gurnard Pines takes guest satisfaction. We aim to be the leading leisure resort not only on the Isle of Wight but in the region and our team are fully onboard to provide excellence to every one of our visitors."

More information about Tourism South East's Training Programmes can be found at [www.tourismsoutheast.com](http://www.tourismsoutheast.com)

More information about the Gurnard Pines can be found at [www.gurnardpines.co.uk](http://www.gurnardpines.co.uk)

ENDS

**For further information contact: Hannah Payne on 02380 625471 or email [hpayne@tourismse.com](mailto:hpayne@tourismse.com)**

**Note to Editors:**

Tourism South East is a not-for-profit company which is the official tourist board for the region, covering Surrey, Kent, East and West Sussex, Hampshire, the Isle of Wight, Buckinghamshire, Berkshire and Oxfordshire.

Tourism South East receives core funding from SEEDA, and is active in a range of programmes to support the tourism sector in the South East region, which is worth in excess of £12 billion p.a. to the regional economy (7% of regional GVA), and supports over 300,000 jobs.