

Are you ready to make the most of 2008?

There are lots of ways to get involved in 2008 our Capital of Culture year. See below for more details.

| | Is it for you? | Benefits | Further Info |
|--|---|--|---|
| 08 Welcome – Frontline staff workshop | A FREE customer service workshop for all front-line staff | Motivated staff, with an inside knowledge of Capital of Culture events. Can also be delivered in-house | Welcome@liverpool.gov.uk or call 0151 233 5401 |
| 08 Welcome – Customer feedback scheme | A FREE feedback scheme that allows you to canvas your customers' opinions. Forms supplied and processed free of charge | Identify what's going well and any areas for improvement. Direct feedback from your customers on your business | Welcome@liverpool.gov.uk or call 0151 233 5401 |
| 08businessconnect | The Capital of Culture business club | Be the first to hear about tenders and jobs | 08businessconnect.com |
| 08 Ambassadors | Promote the city | Weekly updates on Capital of Culture events and plans; Special offers | Liverpool08.com |
| 08 Volunteers | Get involved in some of the big events of 2008. You can give as much or as little time as you are comfortable with. | Participate in events from the inside. Meet people from all walks of life. Training and uniform provided | volunteer@liverpool08.com |

There are also further avenues of support your business can draw on, most of it free or low cost

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|------------------------------------|---|---|--|
| Welcome International | A one day course in greeting non-English speaking visitors | Improved skills, participants issued with multi-media support pack | Contact Joanne on 0151 237 3909 |
| Short sharp language course | An introductory 3 week course available in 4 European languages, from September | Aimed at tourism businesses needs. Also available to be delivered in-house. | Contact Karen on 0151 237 3901 |
| 08 Language initiative | Access to a range of products to enable your business to be more language friendly | Improved ability to meet the needs of growing international visitors | Welcome@liverpool.gov.uk or call 0151 233 5401 |
| Shop for Jobs | Recruitment and training support for retail, leisure and tourism employers in Liverpool City Centre | Free assistance with advertising vacancies, sifting applicants, co-ordination of recruitment open days, psychometric testing and access to a database of job ready candidates | Contact an advisor on 0151 233 5465 |
| Train to Gain | Offers free, impartial and independent advice on training for businesses. | Improve your productivity and competitiveness by making sure your employees have the right skills to do the best job. | Call the info line on 0845 6020062 |