

FUNDAMENTALS

A one-day workshop that teaches front-line employees the skills and techniques to provide exceptional customer service.

The objectives of the Fundamentals workshop are:

1. To provide participants with an understanding of the importance of excellent customer service skills
2. To help participants make their communication with customers more effective and efficient
3. To help participants demonstrate their attentiveness to customer needs
4. To provide participants with an understanding of the social and economic contribution that a healthy tourism industry makes to their home communities and to the province as a whole
5. To teach the five key Fundamentals commitments that help BC's tourism workforce go that 'extra mile'. The five commitments are:

Give fully
Respect everyone
Empathize with others
Excel at your job
Teamwork works

For more information on workshops in your area, contact:

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