



# WorldHost Summer Prep

## **WorldHost Fundamentals**

A one-day course teaching front-line employees the skills and techniques needed for world-class service professionalism.

### **Objectives in the Fundamentals workshop**

- Understand the importance of excellent customer service
- Learn how to communicate more effectively and efficiently with customers
- Learn how to demonstrate attentiveness to customer needs
- Understand the social and economic contribution of a healthy tourism industry.

## **Sales Powered by Service**

This two-to-three hour 'refining' workshop is designed to increase the effectiveness of front-line employees in the tourism and retail sectors. These training tools are ideal for anyone wishing to provide exceptional customer service and can be customized to any business.

### **Objectives in the Sales Powered by Service workshop**

- Review the sales cycle and its influence on customers' purchasing decisions
- Discuss the value of knowing your products/services and your customers' needs
- Understand the impact of "moments of truth"
- Understand the benefits of selling beyond the basics
- Learn in a highly interactive, informative and fun environment.

## **Remarkable – YOU!**

This is a 3.5-hour workshop that teaches the value of "being present" when interacting with visitors and reminds participants of the importance of providing Remarkable Service.

Objectives in the Remarkable-YOU! workshop are to help participants:

- Understand the power of engagement
- Understand expectations
- Choose a positive approach
- Prepare for successful outcomes
- Share local and regional knowledge and pride

*downtown*  
**SALMON ARM**



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Please fill out the following information completely and return by **June 9<sup>th</sup>** (please print clearly)

LAST NAME \_\_\_\_\_ FIRST NAME \_\_\_\_\_

MAILING ADDRESS \_\_\_\_\_

\_\_\_\_\_ POSTAL CODE \_\_\_\_\_

PHONE \_\_\_\_\_ DATE OF BIRTH: YR \_\_\_\_ MO \_\_\_\_ DAY \_\_\_\_

EMAIL: \_\_\_\_\_

Please check off appropriate box(es):

<input type="checkbox"/>	WorldHost Fundamentals	June 14/17	9 am – 3:30 pm	\$95.00 (includes snacks & lunch)
<input type="checkbox"/>	Sales Powered Service	June 15/17	9 am – 12 noon	\$70.00 (includes snacks)
<input type="checkbox"/>	Remarkable – YOU!	June 15/17	12:30 – 3:30 pm	\$70.00 (includes snacks)

All classes will be held at the main campus of OC.

OC Salmon Arm is located at 2552 10<sup>th</sup> Ave NE. Behind the Shaw Centre Ice Arena

**Return this form directly to OC Salmon Arm with payment. OC accepts cash, cheques, Visa, MasterCard or American Express. Call 804-8888 for more registration information.**

*downtown*  
**SALMON ARM**