

# SUPERHOST

## OBJECTIVE

- To raise the level of customer service in the tourism and hospitality industry through the development of core customer service skills

## WHO SHOULD ATTEND

- Front line employees
- Middle managers
- Supervisors

## SESSION DETAILS

- One full day session
- Between 10-25 participants
- Interactive format
- Take-away resource guide

## BENEFITS TO BUSINESS

- Provides your employees with the skills and attitudes to “wow” customers
- Enhances communication within your organization
- Encourages pride and professionalism in your community

## PROGRAM AT A GLANCE

This workshop provides essential customer service skills for those working in frontline tourism and hospitality positions.

### Hello, Welcome to...

Using and remembering names  
Making conversation

### Working Towards “WOW”

First impressions  
How to make your first impression a positive one  
Businesses that “wow”!

### How Effective is Your Communication

The communication process  
Giving clear direction  
Professional telephone techniques

### The Power of Listening

I’m the nice customers who never comes back  
Why handle customer complaints  
Effective listening skills  
Empathetic listening skills  
The art of service recovery

### Tourism - It’s Everybody’s Business

The value of tourism  
Out and about in your community  
Out and about in Ontario

### Now It’s Up to You

Five key commitments  
Going the extra mile