



SOLVING PROBLEMS THROUGH SERVICE

The Solutions Series

- *Solving Problems Through Service* is a two to three hour *SuperHost* skill polishing workshop that supports front-line employees in being effective problem solvers in their role as service providers.
- Delivered by certified *SuperHost* trainers, *Solving Problems Through Service* can be customized to address specific customer service training needs for any business or employer. For customized sessions, a needs assessment is completed in consultation with a client prior to conducting a workshop.
- The *Solutions Series* workshops are effective training tools for anyone who is dedicated to providing exceptional customer service.
- Presented in a highly interactive, informative and fun learning environment, participants are encouraged to think creatively to provide solutions.
- The objectives of the *Solving Problems Through Service* workshop are:
 1. Understand the value of an anticipatory service approach;
 2. How to use creative thinking in challenging situations;
 3. How to say no graciously;
 4. How to apply a problem-solving approach.

“Great hands-on topics discussed – very applicable for front line staff.”

“Excellent ideas to help people deal with problems they could encounter daily.”

For more information on workshops in your area, contact:

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