



## SUPERHOST® FUNDAMENTALS

- *SuperHost Fundamentals* is a one-day *SuperHost* workshop that teaches front-line employees the skills and techniques that comprise the basics of service professionalism.
- *SuperHost Fundamentals* started out as the original *SuperHost* workshop created in 1985 to prepare BC's tourism workforce to host the world at EXPO 86.
- Delivered by certified *SuperHost* trainers, *SuperHost Fundamentals* can be customized to address specific customer service training needs for any business or employer. For customized session a needs assessment is completed in consultation with a client prior to conducting a *SuperHost Fundamentals* workshop. Optional sections include 'Telephone Techniques', 'Out and About in Your Community' and 'Out and About in BC'.
- The *SuperHost Fundamentals* workshop is an effective training tool for anyone who is dedicated to providing exceptional customer service.
- The objectives of the *SuperHost 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 *SuperHost 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:

**Tourism Dawson Creek**

10201 - 10St

Dawson Creek, BC V1G 3T5

Website: [www.tourismdawsoncreek.com/superhost](http://www.tourismdawsoncreek.com/superhost)

Telephone: (250) 782-4714

Fax: (250) 782-2371

E-mail: [ryan@tourismdawsoncreek.com](mailto:ryan@tourismdawsoncreek.com)