



World Host® Training Services

With over 24 years of expertise in training individuals to deliver a “WOW” customer service experience, WorldHost® Training Services continues the SuperHost® training legacy by offering internationally recognized training solutions to effectively meet the needs of our clients in the tourism industry.

Available in Abbotsford:

Fundamentals

A one-day workshop that provides front-line employees with the skills and techniques that comprise the basics of service professionalism. Support your team to excel at customer service excellence!

The objectives of the Fundamentals workshop are to:

- Provide an understanding of the importance of excellent customer service
- Assist participants to communicate more effectively and efficiently with customers.
- Assist participants to demonstrate their attentiveness to customer needs.
- Provide participants with an understanding of the social and economic contribution of a healthy tourism industry.

Tourism Abbotsford is proud to be the delivery organization for the ‘**World Host**’ program in our community.

Choose from four training days.

We encourage you to send your front-line staff to this industry recognized workshop and enhance the effectiveness of your service strategies to differentiate your business in these demanding times.

Dates:

Wednesday October 14th

Tuesday, December 15th

Saturday, November 7th

Location: TRADEX, Aviator Room, 1190 Cornell Street, Abbotsford

Cost: \$25.00 pp

Duration of Course: 8:30 am – 4:00 pm

To Register: deadline for individual course days is one week prior.

Email: Yhayden@tourismabbotsford.ca, or call Yvonne Hayden @ 604.859.1701