



***SuperHost is brought to you by Tourism BC
and is available through
the Penticton & Wine Country Chamber of Commerce***

SuperHost is about skills and attitude.
It is not about what you should be, but what you could be if you try.
SuperHost is about making a difference. Come and join us!



Become a *SuperHost* Business...

Send most of your employees to a *SuperHost* workshop and you will be recognized for your commitment to excellent customer service, receive an attractive *SuperHost* Business Pledge Certificate and a Decal, and join a growing network of *SuperHost* Businesses!



***SuperHost* Workshops Offered:**

Fundamentals

SuperHost Fundamentals is a participatory one-day workshop that addresses the fundamentals of excellent customer service. From handling customer concerns to first impressions, you will leave with practical tips that work!

Service Across the Cultures

Service Across the Cultures is a half-day workshop that increases your knowledge of the diversity of overseas visitors who come to British Columbia. This workshop challenges cultural biases and misconceptions and provides practical suggestions to improve communication and customer service skills.

Customers with Disabilities

Customers with Disabilities is a half-day workshop that increases your awareness of this growing and increasingly mobile market segment. You will learn appropriate language and information that will help you become more sensitive to the needs and requirements of customers with disabilities.

Solving Problems through Service

Solving Problems through Service is a two to three hour *SuperHost* polishing workshop that supports front-line employees in being effective problem solvers in their role as service providers. Learn how to say no professionally and discover good communications skills necessary to solve a customer's problem.

Sales Powered by Service

Sales Powered By Service is a two to three hour *SuperHost* polishing workshop that supports front-line employees to be more effective sales representatives through a service focus. Understand your role in the sales cycle, learn about moments of truth and recognize opportunities to sell beyond the basics.

For workshop dates and further information, please contact
The Penticton & Wine Country Chamber of Commerce admin@penticton.org or 492 - 4103