



## Prepare your staff to Welcome the World!!

Customer service will be a key component for creating lasting impressions for travelers visiting BC for the Vancouver 2010 Olympic and Paralympic Winter Games.

To help prepare front line staff for Vancouver 2010, **WorldHost**® has developed an exciting new half day workshop - *Fundamentals Plus!*



*Fundamentals Plus* prepares participants with:

- practical skills related to the delivery of **excellent customer service**
- understanding of the appropriate language and protocol to deliver exceptional service to **customers with disabilities**
- information about the **Vancouver 2010 Olympic and Paralympic Winter Games**

Price is \$30 per person (including GST).

Morning and afternoon sessions will be held at the Coast Plaza Hotel in Vancouver on:

December 14

January 14, 17, 19, 23, 29, 31

February 6, 9

To register, email us at [worldhost.trainingservices@tourismbc.com](mailto:worldhost.trainingservices@tourismbc.com)

or call (604) 660-3573

For more information on **WorldHost** Training Services visit us at:

[www.tourismbc.com/worldhost\\_training\\_services](http://www.tourismbc.com/worldhost_training_services)