



Q: What is WorldHost Training Services® all about? What kind of content will we be covering?

A. *WorldHost Training Services* training is a series of eight dynamic and interactive customer service based training workshops to support people working in service industries. Content ranges from enhancing core communication skills to dealing with irate customers, understanding and exceeding expectations across cultures, providing excellent service for customers with disabilities, empowering and coaching employees, being an effective problem solver, and so much more!

Q: Where can I take a WorldHost Training Services® workshop?

A. *WorldHost Training Services* is available to students in high schools who are enrolled in the Tourism and Career Preparation programs. It is also included in post-secondary and private training institutions with Tourism or Hospitality programs.

Q: How much does it cost to take a WorldHost Training Services® workshop?

A. Prices vary depending on where and how you access the program. For open or community workshops please contact your local Delivery Organization coordinator to inquire about upcoming workshops and prices. Fees include required workshop materials, certificate and pin.

Q: Why do employers ask for WorldHost Training Services® when I apply for jobs?

A. *WorldHost Training Services* is highly regarded and recognized by the tourism, hospitality and service industries in British Columbia. With over twenty years of successful customer service practices, *WorldHost Training Services* offers relevant content, knowledgeable instructors, consistent delivery and local access. A *WorldHost Training Services* certificate is regarded as a commitment to great customer care.

Q: Is there more than one WorldHost Training Services® workshop that I can take to broaden my skills?

A. Yes, there are various *WorldHost Training Services* workshops with a range of full-day and half-day programs. You will receive a certificate upon successful completion of any *WorldHost Training Services* workshop.

Q: When will I get my WorldHost Training Services® certificate after I take a workshop?

A. Participants are generally advised that certificates will be issued in approximately three weeks from the completion of the workshop. How participants can ensure coordinators meet this commitment is by completing their registration sheet accurately (name legibly recorded, correct address, etc.).

Q: I've lost my WorldHost Training Services® certificate. How can I get it replaced?

A. *WorldHost Training Services* certificates are only valid for two years after they are issued. Provided you are seeking a replacement in that time frame you can contact the high school, college, business or organization that provided the training. You may be required to pay a nominal fee to have the certificate reissued.

If it is more than two years since you completed a *WorldHost Training Services* workshop it is recommended you attend another session to update your skills and demonstrate your commitment to on-going learning.

Q: Can I be certified to lead WorldHost Training Services® in other parts of Canada, USA or the world?

A. No. When you participate in *WorldHost Training Services* Train the Trainer training in British Columbia you

are only being certified to lead the program within our province for the organization that you represent. License Agreements exist with other provinces, states and countries and you would be required to get on board with the appropriate representative body. Translations, local cultural additions and facilitation/administration processes will vary from place to place.

Q: Can I use the WorldHost Training Services® materials to create my own workshop or training project?

A. *WorldHost Training Services* is copyrighted. Any reproduction of *WorldHost Training Services* materials in whole or in part requires prior written permission from Tourism British Columbia.