

ALASKAHOST, CULTURALHOST, AND TOUR GUIDE

TRAINING ANNOUNCEMENT

Do you or your employees need training on....

Overview of the Tourism Industry in Alaska

Customer Service

Communication, First Impressions

Telephone Customer Service and Alaska Sales

Dissatisfied Customers and the "Can Do" Approach

Serving Customers with Disabilities and the Americans with Disabilities Act

Overview of Diversity and Culture

Cultural Groups of Alaska- Non Native

Cultural Groups of Alaska- Native

Serving International Customers

Alaskan geography and attractions

Developing Tours

Facilitating Tours

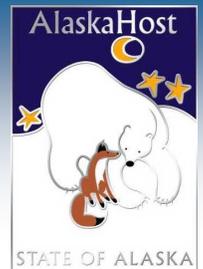
After The Tours

Brought To You By:

The State of Alaska Department
of Commerce, Community, and
Economic Development

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ALASKA HOST , CULTURALHOST AND TOUR GUIDE TRAINING PROGRAMS OVERVIEW

What is AlaskaHost, CulturalHost, and Tour Guide Training?

AlaskaHost is a statewide customer service training program created by the State of Alaska Department of Commerce, Community, and Economic Development for employees and business owners of the service, hospitality, and visitor services industry. The program trains participants how to provide quality customer service with professional culturally sensitive communication for residents and visitors.

The objectives of the AlaskaHost, Cultural Host, and Tour Guide class are to:

- Understand the importance of providing quality customer service;
- Recognize and anticipate customer needs and expectations;
- Understand the economic value of the visitor and customers to the State of Alaska;
- Learn how to deal with dissatisfied customers in a professional, helpful manner.
- Learn to work with and or serve diverse groups of people from all parts of the world

Upcoming Classes:

Monday July 27th	1:00pm-4:00pm	Serving Customers with Disabilities
Tuesday July 28th	8:30am-12:30pm	Alaska Host
Tuesday July 28th	1:00pm-5:00pm	Cultural Host
Wednesday July 29th	9:00am-5:00pm	Tour Guide Training
Tuesday July 28th	5:00pm-9pm	Alaska Host
Wednesday July 29th	5:00pm-9pm	Cultural Host
Wednesday August 26th	8:30am-12:30pm	Alaska Host
Wednesday August 26th	1:00pm-5:00pm	Cultural Host

Registration fees include :

workbooks, certificate from the state of Alaska, and the Alaska Host lapel pin*

For More Information or to register:

<http://commerce.alaska.gov/dnn/ded/DEV/TourismDevelopment/AlaskaHost.aspx>



Special Thanks To the BP Energy Community Center and UAF
Extension Site for allowing classes to be held at their facility

Address: 900 East Benson Blvd Anchorage, AK 99508

and

1675 C Street Anchorage, Alaska 99501*