



ALASKAHOST & CULTURALHOST TRAINING ANNOUNCEMENT



*Join us in Juneau, Alaska
at Centennial Hall
Convention Center*

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| Thursday December 3rd, 2015 | (two sessions to choose from) | |
| 1pm-5pm | AlaskaHost Customer Service Essentials | \$45 per attendee |
| 6pm-10pm | Alaska Host Customer Service Essentials | \$45 per attendee |
| Friday December 4th | (two sessions to choose from) | |
| 8am-12pm | CulturalHost | \$45 per attendee |
| 12:30pm-4:30pm | CulturalHost | \$45 per attendee |

What is AlaskaHost?

AlaskaHost is a statewide customer service training program for employees of the hospitality and visitor services industry. The program trains participants how to provide quality customer service for residents and visitors to Alaska.

AlaskaHost Objectives

The objectives of the AlaskaHost class are to:

- Understand the importance of providing quality customer service;
- Recognize and anticipate customer needs and expectations;
- Understand and communicate the economic value of the visitor industry to the State of Alaska;
- Learn how to deal with dissatisfied customers in a professional, helpful manner

Additional Objectives:

- Learn to use the three types of communication to assist customers
- Develop a “can do” plan for all customers

What is Cultural host?

The Alaska Native Seminar is a comprehensive training program designed with assistance from the Cook Inlet Tribal Council to provide a greater understanding and appreciation of Alaska Native culture for workers within Alaska’s hospitality and tourism industry. The course covers:

- Discussion of the meaning of culture,
- Overview of the main Alaska Native groups,
- Detailed presentations on the culture and characteristics of Alaska Native groups

Additional Objectives:

- Presentation on the cultures of Alaska w/ an emphasis on historical contributions to the state

Upon Completion: Training registration includes class materials, lapel pin, and certificate of attendance

To register visit www.thebusinessboutique.org or contact Jasmin Smith, Master Trainer at 907-230-4968 or info@thebusinessboutique.org