



## SKILLS TRAINING CENTRE

# SuperHost Training

**Getting you ready for the workforce!**

**Learn the principles of providing a quality service experience in the workforce. This one-day course focuses on workplace communication, problem-solving, customer and employer expectations, and more.**

Course Information	
# Days of training	1 day
Course times	9 am – 4 pm
Fee	\$150*
Upcoming course dates	See our Course Schedule at <a href="http://dcrs.ca/STC">dcrs.ca/STC</a>
Location	DIVERSEcity City Centre Campus #214 – 10070 King George Blvd., Surrey, BC

*\*Subsidies may be available through WorkBC.*

### Course Outcomes

- Basic customer service, communication and teamwork skills.
- Relationships between service quality, customer experience and business objectives.
- Expectations from the point of view of customers, employers and employees.
- Communication etiquette and best practices.
- Participants will receive a **SuperHost Foundations of Service Quality certificate** and **DIVERSEcity's Course Completion certificate** upon passing the final exam.

IN PARTNERSHIP WITH:



**SuperHost**®

### REGISTER

-  **604-547-2010**
-  **[skillstraining@dcrs.ca](mailto:skillstraining@dcrs.ca)**
-  **[dcrs.ca/STC](http://dcrs.ca/STC)**

*When registering by email, please include your full name, email address and phone number.*