



SKILLS TRAINING CENTRE

SuperHost Foundations of Service Quality

Getting you ready for the workforce!

Learn the principles of providing an **exceptional customer experience** and gain the practical knowledge to apply these skills in real life. This course is ideal if you want to enter or re-enter the workforce in a customer-facing role.

Course Information	
# Days of training	1 day
Course times	9 am – 4 pm
Fee	\$120*
Upcoming course dates	See our Course Schedule at dcrs.ca/STC
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** upon passing the final exam.

IN PARTNERSHIP WITH:



REGISTER

-  **604-547-2010**
-  **skillstraining@dcrs.ca**
-  **dcrs.ca/STC**

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