



## 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 <a href="http://dcrs.ca/STC">dcrs.ca/STC</a>
Location	DIVERSEcity Community Campus 13455 76 Avenue, 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](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.*