



DIVERSECITY

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

Training time	1 day / 6 hours
Fee	\$200*
Upcoming course dates	See our Course Schedule at <a href="http://dcrs.ca/STC">dcrs.ca/STC</a>
Delivery options	Classes at 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)

VISIT US AT [DCRS.CA](http://DCRS.CA) | FOLLOW US [@DIVERSECITYBC](https://www.instagram.com/DIVERSECITYBC)

