

Alaska Host Customer Service Training

FREE!



Participants that complete receive a certificate and lapel pin, featuring the artwork of, artist, Rie Muñoz

Wednesday, May 20, 2015 from 1:00-4:30 P.M.

Hosted by SERRC-The Learning Connection

210 Ferry Way, Juneau

Call 586-5718 to reserve a seat or email katep@serrc.org

Training provided by Joel Probst of Northern Safety Operations

Objectives of the AlaskaHost class are to:

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

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