



SERVING CUSTOMERS WITH ALOHA



photo credit: Hawaii Tourism Authority (HTA) / Heather Goodman

Certificate for Customer Service in Hawai'i

Professional Development Distance Education/Online Training

Servicing customers with Aloha...providing ho'okipa, or hospitality, was second nature to ancient Hawaiians. Although customer needs continue to evolve, providing ho'okipa is what makes Hawai'i unique. While striving to provide Hawaiian hospitality, we are challenged to exceed customer expectations as "Ambassadors of Aloha". The Certificate for Customer Service in Hawai'i training program is designed for employees in service-related industries. The foundation of the program is based on the Hawaiian culture and it is focused on developing practical skills that help to provide memorable service experiences for customers.

This program also serves as the training pathway and exam preparation for the **Certification for Hawaii's Professional Tour Guides**.

This program includes live online sessions that are scheduled twice a week. We will use Zoom (online conferencing software) to hold discussions and practice hands-on skills. Visit our [website](#) for technology requirements.

Several training sections will be offered:

Section	Start Date	End Date	Days (online)	Time (online)
1	05/12	06/27	Tue/Thur	9:00 - 11:00 am
2	06/03	07/18	Wed/Fri	1:00 - 3:00 pm
3	06/29	08/08	Mon/Wed	6:00 - 8:00 pm
4	06/30	08/08	Tue/Thur	3:00 - 5:00 pm
5	08/11	09/19	Tue/Thur	9:00 - 11:00 am

Due to our partnership with the Hawai'i Tourism Authority, the cost of this training program is offered free to Hawaii's service industry employees. Please visit our [website](#) to register and be sure to input the special code **HTAFREE** at checkout.

Please contact Shirley Tsukano at (808)734-9701 or stsukano@hawaii.edu for more information and assistance.