



TUITION DISCOUNT

TO QUALIFIED EMPLOYERS IN HAWAII VISITOR AND
SERVICE INDUSTRIES *FOR A LIMITED TIME*

CERTIFICATE FOR CUSTOMER SERVICE IN HAWAII

CERTIFICATE OVERVIEW

As we strive to provide Hawaiian hospitality, we are challenged to exceed customer expectations as “Ambassadors of Aloha.” This *Certificate for Customer Service in Hawai‘i* training program is designed for employees in the Hawai‘i visitor and service-related industries.

The program foundation is based on the Native Hawaiian culture that develops practical skill sets to provide a gratifying and memorable customer service experience for our community of global visitors.

Endorsed and funded by the Hawai‘i Tourism Authority, UH Maui College is able to offer this training program, **with tuition assistance** to qualified employees in the Hawai‘i visitor and service industries **for a limited time**. This training is normally valued at \$1139 per participant.

CERTIFICATE REQUIREMENTS

A Certificate of Professional Development will be awarded to learners who successfully complete all requirements:

- Attend at least 80% of entire training program.
- Submit capstone project by the established due date.

TRAINING PATHWAY

- Introduction to the Hawai‘i Visitor Industry (2 hours)
- Ho‘okipa Me Ke Aloha (8 hours)
- Foundations of Hawai‘i (8 hours)
- Communicate with Impact: Talking Story about Hawai‘i (4 hours)
- Know Your Island: (Island Specific)(8 hours)
- Servicing the Global Customer (6 hours)
- Classes may be developed for “hybrid” online study for the convenience of distance learning.



LEARNING OUTCOMES

By the end of the program, participants will be able to use the knowledge gained to:

- Describe professional standards for “Ambassadors of Aloha” and how they apply to all sectors of the visitor and service industries.
- Demonstrate professional standards when managing customer service situations.
- Respond appropriately to a diverse customer audience.
- Provide a customized visitor experience based on guest preferences and requests.
- Present interesting and factual information about Hawai‘i’s history, language, culture, and significant sites.
- Incorporate the service principles of “Hospitality with Aloha” in their role and career as professional “Ambassadors of Hawai‘i.”

Sponsored by:



Developed by:



UNIVERSITY of HAWAII,
KAPI‘OLANI
COMMUNITY COLLEGE
GLOBAL LEARNING & DEVELOPMENT



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See reverse side for registration information and training dates.

CERTIFICATION FOR TOUR GUIDES OVERVIEW

This Certification for Hawai'i Professional Tour Guides recognizes that a professional tour guide has met the required knowledge, skills, and competencies that align with the Hawai'i Tourism Authority's (HTA) professional standards for "Ambassadors of Aloha."

TOUR GUIDE TRAINING PATHWAY

Through the generous support and funding by the HTA, UHMC is also offering the Certificate for Customer Service in Hawai'i training program **with tuition assistance** to qualified employers in the Hawai'i tour guide industry **for a limited time**. This training is normally valued at \$1534 per participant and includes the Certificate in Customer Service in Hawai'i and Tour Guide certification exam.



TOUR GUIDE EXAM OVERVIEW

To achieve the certification, qualified candidates must:

- **Part I:** Take the knowledge based multiple choice exam with a minimum 75% passing score.
- **Part II:** Design, and present a sample tour with a minimum 75% passing score. This is a live presentation with an audience.

TOUR GUIDE CERTIFICATION REQUIREMENTS

Candidates must provide verification of **one** of the following:

- Current employment as a tour driver or guide with a licensed Hawai'i tour company.
- Documented ownership of a licensed Hawai'i tour company.

TRAINING DATES

SPRING 2020

February 3 – April 9, 2020
Mon/Thur 6:00pm-8:00pm
Laulima Building, UHMC campus

Tour Guide Certification Exam

Tentative TBA
Saturday April 25
Sat 8:00am-12:00pm

LOCATION

UH Maui College
310 W. Ka'ahumanu Avenue
Kahului, HI 96732

REGISTRATION CONTACT

**Contact the Office of Extended Learning
& Workforce Development
for an application form**

Laulima Building, Registration desk is open
from 8:00am-4:00pm, Mon-Fri

Email: edvmaui@hawaii.edu

Questions? Call 808-984-3231 for more
information and application.

APPLICATION DEADLINE: JANUARY 24, 2020

WEBSITE

<https://edventuremaui.com>

*UH Maui Community College is an Equal
Employment Opportunity & Affirmative
Action Institution*