



## 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:





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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](mailto: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*