



UNIVERSITY of HAWAII
KAUAI
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UNIVERSITY of HAWAII
KAPI'OLANI
COMMUNITY COLLEGE

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Customer Service in Hawaii and Hawaii Professional Tour Guides

Tuesdays & Thursdays

March 19 - May 19, 2020; 5:30-7:30pm

Final exam for Tour Guides: May 26; 5:00-9:00pm

Endorsed and funded by the Hawai'i Tourism Authority, KCC-OCET 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 for Customer Service in Hawai'i Certification for Hawai'i Professional Tour Guides

As we strive to provide Hawaiian hospitality, we are challenged to exceed customer expectations as "Ambassadors of Aloha". The *Certificate for Customer Service in Hawai'i* and *Certification for Hawai'i Professional Tour Guides* training programs are designed for employees in the Hawai'i visitor and service-related industries.

The foundation of both programs is based on the Hawaiian culture, as well as focused on developing practical skills that help to provide a gratifying and memorable customer service experience for our community and global customers.

TRAINING PATHWAYS (required for both Certificate Programs)

- Introduction to the Hawai'i Visitor Industry (2 hours)
- Servicing the Global Customer (6 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)

(See back)



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Certificate for Customer Service in Hawai'i

A Certificate of Professional Development for Customer Service in Hawai'i will be granted to learners who successfully complete all requirements:

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



Tour Guide Certification Requirements

A Certification for Hawai'i Professional Tour Guides will be granted to learners who successfully complete all requirements:

- Attend at least 80% of entire training pathways program.
- Complete Exam Parts 1 & 2 (see below)
 - **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.

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 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".

For registration information contact:

Peggy Lake, OCET Coordinator; 245-8319; lakemr@hawaii.edu