



CUSTOMERS WITH DISABILITIES

- *Customers with Disabilities* is a half-day *SuperHost* workshop designed to increase front line employees' sensitivity toward people with disabilities, and to provide superior customer service skills that respect every visitor's unique requirements.
- *Customers with Disabilities* provides understanding and insight into the requirements of people with a wide range of disabilities including those with vision and hearing impairments, mobility and agility concerns.
- The *Customers with Disabilities* workshop teaches valuable skills that will benefit virtually any front-line service professional in British Columbia, including hotel, restaurant and retail employees.
- The objectives of the *SuperHost Customers with Disabilities* workshop are:
 1. To communicate the overall importance of providing excellent service to customers with disabilities;
 2. To teach participants appropriate language and protocol when serving customers with disabilities;
 3. To provide communication skills and techniques for serving customers with disabilities;
 4. To make participants aware of their own feelings, misconceptions and biases when serving customers with disabilities;
 5. To help participants recommend tourist attractions or services in their home communities that provide for customers with disabilities.

For more information on workshops in your area, contact:

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