

FRONTLINE MANAGEMENT SOLUTIONS®

- *Frontline Management Solutions* is a one-day workshop for managers and supervisors designed specifically for the tourism and service sector. The workshop provides practical information to assist managers to develop customer service strategies for their staff.
- *Frontline Management Solutions* was created by Tourism BC with input from B.C. businesses. This program was developed in response to customer service training needs identified by the tourism and service industry.
- *Frontline Management Solutions* provides tools and expert solutions to find out how to:
 1. Choose the right person for the job
 2. Motivate and keep good people
 3. Be a role model for service
 4. Manage change
 5. Take a strategic approach to training and staff development
 6. Create a positive environment for healthy employee morale
 7. Learn from other successful B.C. businesses
- Participants will come away with:
 - ✓ A practical binder-full of professional tips, techniques and case studies to apply to their jobs.
 - ✓ A tool kit with pull-out pages to guide them through:
 1. Screening resumes and successful interviewing
 2. Recognizing and rewarding
 3. Gaining group participation
 4. Correcting the positive way, and much more...
- *Frontline Management Solutions* is an effective training tool for the service industry and any business with a commitment to exceptional service.
- The *Frontline Management Solutions* workshop is delivered in several communities throughout the province by a team of trainers with extensive experience in the service industry.

For more information on workshops in your area, contact:

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