



## JAPANESE SERVICE EXPECTATIONS

- *Japanese Service Expectations* is a one-day *SuperHost* workshop that helps front-line employees understand Japanese visitors, their culture and their customer service expectations.
- Participants learn what the Japanese expect in the way of customer service, including how to properly address visitors, key words and phrases in the Japanese language and other cultural awareness skills to better serve BC's important and growing Japanese overseas market.
- *Japanese Service Expectations* is intended for any company or enterprise that does a high volume of business with Japanese tour groups, such as hotels, restaurants, airlines, coach lines, golf and ski tour operators and others.
- The objectives of the *Japanese Service Expectations* workshop are:
  1. To provide participants with an understanding of Japanese travel trends and their economic contribution to British Columbia;
  2. To teach participants the differences and similarities between Japanese and Canadian culture;
  3. To educate participants about key travel needs, preferences and expectations of Japanese visitors;
  4. To communicate simple 'do's' and 'don'ts' when serving Japanese visitors;
  5. To help participants understand the communication difficulties that foreign language speakers face, and provide skills and techniques to overcome language barriers;
  6. To teach participants' basic Japanese words and phrases, as well as provide important language skills for pronouncing Japanese names.

For more information on workshops in your area, contact:

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