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WHISTLER CHAMBER OF COMMERCE A FINALIST FOR WORLD CHAMBER AWARD

Whistler, September 21, 2017 – “The Whistler Experience” community-wide customer service training program was a finalist for a World Chamber Award for Best Education and Training project at the International Chamber of Commerce Congress held in Sydney Australia this week. It was the only Canadian contender among the eighteen finalists.

The ‘Whistler Experience’ was developed in partnership between the Whistler Chamber of Commerce and the Peter B. Gustavson School of Business at the University of Victoria.

“We are absolutely thrilled to have been recognized on the world stage for our Whistler Experience program,” said Dr. Saul Klein, Dean of the Gustavson School of Business. “We have worked hard with the Whistler Chamber to ensure that visitors to Whistler receive an unforgettable level of service. The program was established to address the resort’s need to deliver an extraordinary customer experience that matches its global positioning. The program ensures that customer service staff, from volunteers to business owners and managers, are committed to the consistent delivery of service excellence throughout the resort.”

When comparing the 2014-2015 to the 2015-2016 season – the former marking the inaugural season of the Whistler Experience training program – a significant increase in overall customer satisfaction was evidenced through 5,000 visitor surveys.

“Being selected as a finalist in the category for Best Education and Training project is a true achievement for our team, showing how much a small chamber can achieve,” said Melissa Pace, CEO of the Whistler Chamber. “Being honoured as a finalist and going to the World Chambers Congress feels like qualifying for the Olympics.”

As a result of the new research- and science-based training program, Whistler staff are able to deliver world class service, build better relationships with visitors and sell more effectively.

For full Whistler Experience details visit <http://www.whistlerchamber.com/whistler-experience/>

About the Whistler Chamber of Commerce

The Whistler Chamber is making business easy. Representing a robust 50% of the community - with over 700 members – we are the voice of business in Whistler and to the World. Whistler Blackcomb, Tourism Whistler and the Resort



Municipality of Whistler are our closest collaborators and partners. Whistler comes to the Chamber for timely support. We lift as we climb, building a community of leaders and elevating Whistler's businesses. For more information, visit www.whistlerchamber.com

About The Whistler Experience

The Whistler Experience leverages its world-class learning partnership with the University of Victoria's Gustavson School of Business to deliver content that teaches teams how to plan for and deliver powerful experiences customers won't stop talking about. The program is part of a resort-wide service strategy made possible with fee for service funding from the Resort Municipality of Whistler and the support of presenting partner Gibbons Whistler in partnership with Whistler Blackcomb and Tourism Whistler.

Media Notes: The Whistler Chamber is pleased to arrange interviews with Melissa Pace and provide high resolution photographs available for editorial.

This e-mail communications is sent by The Whistler Chamber of Commerce. The Whistler Chamber's address is 201-4230 Gateway Drive, Whistler, B.C., V0N 1B4. If you wish to stop receiving emails from the Whistler Chamber, please email chamber@whistlerchamber.com.

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