

Online Training

AFFORDABLE, ON-DEMAND, ACCESSIBLE YEAR ROUND!

THE ABC'S OF SERVICE EXCELLENCE

Learn the fundamental building blocks for delivering consistently excellent customer service, which will allow you and your teams to deliver world-class service with a Whistler flavour.

**PERFECT
FOR**

**ONBOARDING PACKAGES, FRONT-LINE WORKERS, NEW & EXISTING WHISTLERITES
+ ANYONE LOOKING TO BRUSH UP THEIR SERVICE SKILLS**

Member Price: \$29 | Future Member Price: \$59

GENDER DIVERSITY BASICS

Learn how to lead respectful interactions with customers and employees who are trans, non-binary, and Two-Spirit people.

**PERFECT
FOR**

**ONBOARDING PACKAGES, FRONT-LINE WORKERS, NEW & EXISTING WHISTLERITES
+ ANYONE LOOKING TO BRUSH UP THEIR KNOWLEDGE**

Member Price: \$29 | Future Member Price: \$59

MANAGEMENT 101:

PERFORMANCE MANAGEMENT FOR NEW LEADERS

Develop the critical skills needed to improve your effectiveness as a manager and a coach.

CONFLICT RESOLUTION

Learn how to turn dissatisfied customers into loyal customers while increasing your team's work satisfaction!

**PERFECT
FOR**

**ONBOARDING PACKAGES, NEW & EXISTING MANAGERS, WHISTLER LOCALS
+ ANYONE LOOKING TO BRUSH UP THEIR MANAGEMENT SKILLS**

Member Price: \$39 | Future Member Price: \$69

**REGISTERING IS
EASY!**

Email chamber@whistlerchamber.com with the number of staff and the course you would like to register for. You will then receive an invoice and registration link!