

Internationally Accredited
GUEST SERVICE TRAINING
TWO VERSIONS AVAILABLE ONLINE AND IN-PERSON

HOSPITALITY VERSION

Guest Service Gold Tourism: Oregon Edition

This course features seven principles of guest service delivery, illustrated through real stories of challenge and experience told by Oregon employees. Applicable to all hospitality-related organizations and their associates! View the introductory video at OregonGuestService.com

PRINCIPLES AND LOCATIONS

1. RECOVERY: Turn it around

(Food Service/Attraction: Theory Restaurant at the Oregon Museum of Science and Industry)

2. PERSONALIZATION: Provide an individualized experience

(Resort/Outdoor Recreation: Timberline Lodge & Ski Area)

3. KNOWLEDGE: Be in the know

(Transportation Shuttle: Sheraton Portland Airport Hotel)

4. PASSION: Inspire others

(Winery: St. Josef's Winery)

5. COMMITMENT: Be all in

(Public Facility: Portland International Airport)

6. INCLUSION: Include everyone

(Public Facility: Oregon Convention Center)

7. PERSONALITY: Be yourself

(Information: Travel Oregon Welcome Center)

LODGING VERSION

Guest Service Gold Golden Opportunities

This course is lodging-centric with real examples told by hotel employees from across the nation (does not contain Oregon references). and features the same seven principles of customer engagement. Visit bit.ly/ORGuestTrainingHotel for more details.



ONLINE TRAINING

Online access for either version at AHLEI.org/Oregon for only \$30 (regularly \$58-\$78). If you need more than ten access codes at a time, please call Sue Smith at ORLA at 503.682.4422.

IN-PERSON TRAINING

In-person training packages begin at \$1,000, which includes the instructor and 10 course packages. Depending on distance, travel expenses may be extra. Additional participants (up to 24 total) can be accommodated in one session. Each participant, after 10, needs their own workbook and test; the cost per additional person is \$30+ \$5 shipping.

To request an instructor to teach at your location, visit OregonRLA.org/gsgtrainers or call us at 800.462.0619.

Guest Service *Gold*[®]



OregonGuestService.com