



March 2019
Newsletter

Super Host Training Now Available Through the South Shuswap Chamber

The South Shuswap Chamber is now a Training Provider for the newly revamped Super Host Foundations of Service Quality and Destination Ambassador Programs. A full breakdown of the course can be found at the end of this newsletter. A wide variety of training dates are available.



Foundations of Service Quality

This course is a practical introduction to customer service skills including:

- Communication etiquette and teamwork
- Business case and return on investment (ROI) of customer satisfaction
- Service recovery and problem solving

The course is ideal for people who are entering the workforce for the first time or after a significant break, or are fairly new at working in a customer-facing role.

COST for Chamber Member Businesses: \$45.00 / 6 Hour Course (includes Certificate) (REG \$75)

COST for Non-Chamber Members: \$60.00 / 6 Hour Course (includes Certificate) (REG \$75)

Destination Ambassador Program

This program is a fun and interactive half-day classroom course that covers key topics that make for memorable visitor experiences:

- The role of local ambassadors in the visitor experience
- The importance of tourism and how it benefits your local community
- Different visitor profiles and reasons they visit your area
- Products and services your community has to offer visitors
- Where to access information and how to provide helpful service to others



COST for Chamber Member Businesses: \$45 for Half-Day Course (inc Certificate) (REG \$75)

COST for Non-Chamber Members: \$60 for Half-Day Course (inc Certificate) (REG \$75)

TO REGISTER: 250.515.3276 or email: manager@southshuswapchamber.com

This initiative is strongly supported by the CSRD and Shuswap Tourism

Governance Training for Non Profits April 6th at Quaaout Lodge



BOARD GOVERNANCE
WITH DEB MCCLELLAND

on BOARD

To Register:
250.515.3276

Saturday April 6
8:30 am to 1:00
Quaaout Lodge

\$30 Members
\$50 Non Members
Includes Lunch

South Shuswap
Chamber of COMMERCE
A HEAD FOR BUSINESS. A HEART FOR COMMUNITY

The flyer features a circular portrait of Deb McClelland, a woman with short blonde hair, smiling. The background is a light, abstract image of people in a meeting.

The South Shuswap Chamber will be hosting a Governance Workshop for Non Profit Boards on Saturday April 6th, 2019. The 4 hour workshop, hosted by Deb McClelland, a highly dynamic speaker, will be held at the Quaaout and will include lunch.

This is a information-filled workshop that will assist your group or board to effectively run a GREAT meeting. South Shuswap Chamber members pay just \$30 per attendee; non-members pay \$50 per attendee.

To register for the workshop, email the Chamber: manager@southshuswapchamber.com or connect with Karen by phone: 250.515.3276.

Mark Your Calendars for June 27th Summer KickOff Community BBQ & Party

Watch for a community engagement initiative, the Summer Kick Off Community BBQ & Party on the grounds of Sorrento Centre to be held Thursday June 27th from 4:00 to 8:30 pm. The community, its halls, non-profit organizations, service providers including the CSRD and others, will be on site to meet and greet the public and to share how they contribute to the community.

Sorrento Lions will have the BBQ's out for dinner. Arts Council for the South Shuswap will arrange the live music concerts. Kids' activities will also be provided. This will truly be a multi-generational celebration of our community and what there is to see and do in the South Shuswap!

If you would like to get involved in the planning of this special event, call Karen: 250.515.3276. Full details for your non-profit to have a presence on the field is attached to this newsletter.



Other Things Happening With the Chamber ...

A number of new committees and initiatives have sprung up in the South Shuswap that may be of interest:

- Non Profit Network: This network meets every two months or so in the South Shuswap to discuss cost sharing initiatives, planning of events, accessing grants and more. The network rotates meetings between the local community halls and consists of almost 40 members;
- Housing Committee: A new housing committee has now met twice in the South Shuswap. Steps are being taken to form a new housing society and to explore the needs and options for diverse housing in the region;
- Transportation: The possibility of forming a Regional Transportation Society is also being considered to address the transportation needs in our area;
- Balmoral Corner: Chamber is still in constant contact with the Ministry of Transportation with regard to the Balmoral and Hwy 1 intersection. Options will be presented to the Chamber in the next few week or two. After that time, a public consultation will be held to educate area residents on what changes could be made at the corner.

Pictures From Our January Mixer - Hope to See You at the Next One !



TO JOIN THE CHAMBER: southshuswapchamber.com or call Karen: 250.515.3276



SOUTH SHUSWAP CHAMBER OF COMMERCE

Training Provider – Effective April 1st, 2019



FOUNDATIONS OF SERVICE QUALITY

Customer Service Training for Front-line Employees

No matter what sector your business is in, customer service matters. A bad customer encounter will end up on social media and hurt your bottom line – likewise, people will remember a positive experience, bringing them back as customers and boosting your brand through word of mouth and high ratings.

Foundations of Service Quality is a practical introduction to basic customer service skills, including

- Communication etiquette and best practices
- Business case and return on investment (ROI)
- Teamwork, service recovery and problem-solving

These skills continue to be among the top skills required in most workplaces. Ways SuperHost helps your business:

- Ensure customer satisfaction and create brand loyalty
- Increase employees' confidence and skills
- Support your staff's professional development
- Create a happier, more harmonious workplace
- Increase net promoter score and boost your bottom line





Photo Credit: Stephen Rasmussen, iStock



FOUNDATIONS OF SERVICE QUALITY
Customer Service Training for Front-line Employees

Quality customer experiences await at SuperHost.ca

Foundations of Service Quality includes fun, interactive activities for students to practice scenarios and gain ideas and skills that they can apply to their job right away. The classroom course takes approximately 6 hours to complete.

The course materials and activities are intended for individuals functioning at a solid level 2 or higher in their Essential Skills (250+ IRT Score), and requires good command of the English language at Canadian Language

Benchmarks Level 6, or higher.

For more information or to register please email the South Shuswap Chamber of Commerce: manager@southshuswapchamber.com or call 250.515.3276

Foundations of Service Quality - Course Costs

Registered Chamber of Commerce Member	\$75 Per Participant
Non-Registered Chamber of Commerce Member	\$90 Per Participant

DESTINATION AMBASSADOR TRAINING

Your Role In Promoting a Positive, Authentic Experience In the Shuswap



A remarkable experience relies on exceptional customer service, starting from the moment a visitor sets foot in a community and at every touch point that follows. How do you become a local Ambassador and ensure that you are contributing to a positive, authentic visitor experience that shows all that your community has to offer?

Destination Ambassador covers key topics that make for memorable visitor experiences, including:

- The role of local ambassadors in the visitor experience
- The importance of tourism and how it benefits your local community
- Different visitor profiles and reasons they visit your area
- Products and services your community has to offer visitors
- Where to access information and how to provide helpful service to others

Destination Ambassador is a fun and interactive **half-day classroom course**, delivered in partnership with the South Shuswap Chamber of Commerce. To register email manager@southshuswapchamber.com or call **250.515.3276**

Destination Ambassador Training - Course Costs	
Registered Chamber of Commerce Member	\$65 Per Participant
Non-Registered Chamber of Commerce Member	\$80 Per Participant

Your Invitation to Participate In the South Shuswap's



The South Shuswap Chamber of Commerce, in collaboration with the Sorrento Retreat & Conference Centre, the Arts Council for the South Shuswap, the Columbia Shuswap Regional District and Shuswap Tourism, will be hosting a **Community Summer Kick Off BBQ & Party on Thursday June 27th from 4:00 to 8:30 pm on the grounds of Sorrento Centre.** Let's celebrate the South Shuswap and the lifestyle that we are all so fortunate to experience.

This will be a day of discovery! What services are available in our community? What types of recreational programs and events are there to partake in? A relaxing stroll through the community booths on the stunning grounds of Sorrento Centre will raise awareness to the amazing impact that our non-profits & community halls have.

Giving back to one's community will also be the focus; June 27th will serve as a community-wide volunteer recruitment day, putting people and their interests together. Opportunities to become a Shuswap Destination Ambassador or a Super Host in our community will also be presented. Our goal is to promote the Shuswap as a warm and welcoming destination to all who choose to visit!

The day's events will be complimented by a community BBQ and live music. The Arts Council for the South Shuswap, as an extension of their popular Music in the Bay program, will be presenting a complimentary live concert featuring local bands and an amazing headliner. Performances will be on the Sorrento Centre Bandshell Stage.

THIS IS YOUR INVITATION for your organization to participate in this wonderful community event. There is no cost for you to be a part of this day, however it is up to each individual organization to supply their own tent (advised), table and chairs. Each organization will have a 12 x 12 area to set up and exhibit. If you have an activity that you'd like to provide or entertainment to showcase, that's also available to you.

For more information or to register your organization, please visit: southshuswapchamber.com Click on the SUMMER KICK OFF link on the Chamber homepage to take you to the online registration form or fill out the form on the next page, scan and email to manager@southshuswapchamber.com.



COMMUNITY BBQ & PARTY
JUNE 27TH, 2019
ORGANIZATION SIGN-UP

Name of Organization _____
 Contact Name _____
 Phone # _____ Alternate # _____
 Email Address _____

Each organization will be given a 12 x 12 area to exhibit in the NPO area on the grounds of Sorrento Centre. If you require more space, please indicate below.

LOGISTICAL INFORMATION	
	We will be bringing a tent for shade/rain protection
	We do not have a tent but will require one (Cost \$15/day)
	We do not have a tent and do not require one
	We will be bringing a table to exhibit
	We do not have a table but will require one (Cost \$10/day)
	We do not have a table and do not require one
	We will be bringing any chairs that we need
	We do not have chairs but will require chairs (Cost NIL)
	We do not have chairs and do not require any
	We will require power for our area; ampage required:
	We will not require power for our area

NOTES – Please indicate here if you have any further requirements. If you are running an activity, please indicate here what your activity plans are.