

# Getting started in tourism

Visitor Savvy Award – Available in print and online

Great tourism businesses get the basics right. Make sure you get your entry-level employees up to speed with the essentials of great tourism service. The Visitor Savvy Award is ideal for your new employees getting started in the tourism industry.

It is easily delivered to your employees, on the job, at a pace that works for your business and it's available in print or online. Your employees will be upskilled in: great customer service, standard operating procedures, and health and safety.



## Benefits for your business

Upskilling your employees in this on-job training programme helps you:

- ▶ add value to your business
- ▶ impress your customers with great service
- ▶ stand-out with a top reputation for customer care
- ▶ keep customers coming back
- ▶ attract positive reviews
- ▶ increase productivity and sales
- ▶ boost morale and teamwork
- ▶ retain employees with the right skills
- ▶ continually improve your service to customers.

## Benefits for your employees

Upskilling your employees in this on-job training programme helps them:

- ▶ understand the importance of their role in your business
- ▶ gain valuable career skills to do a great job
- ▶ increase their job satisfaction
- ▶ start building a career as they move into the New Zealand Certificate in Tourism (Visitor Experience) Level 3.



### Programme features – Skills for success



Your employees starting out in tourism will gain essential skills and knowledge for a tourism business. Here's a brief summary of what they will learn.

- ▶ How to provide excellent customer service experiences.
- ▶ How to keep your visitors and your other employees safe by knowing how to use health, safety and security practices.
- ▶ How to apply standard operating procedures and the code of conduct in your business.

### Why ServiceIQ?



ServiceIQ is a business division of Te Pūkenga – New Zealand Institute of Skills and Technology. We are your industry-endorsed training partner and are committed to helping you build a successful business through world-class customer service. We are the workplace training specialist for service sector employers in aviation, hospitality, retail, travel, tourism, and museums. We help our customers succeed by growing their talent.

### Talk to us

This essential skills programme is just one of many that will benefit your business and employees. Talk to your expert ServiceIQ Training Advisor for no obligation advice and programmes to fit your needs.