

FOR IMMEDIATE RELEASE: February 4, 2009

SuperHost® Disability Training Will Ready Parksville to “Welcome the World”

Co-sponsored by Measuring Up Parksville Committee and the Parksville & District Chamber of Commerce this workshop will be offered on Thursday, February 26 from 1 to 5 pm in the Forum, Parksville Civic & Technology Centre. The training, to be delivered by Tourism BC, is recommended for Parksville business owners and their employees and community volunteers who wish to better service customers with disabilities in a respectful and inclusive manner. The workshop is designed to increase front line employees' sensitivity toward people with disabilities and to provide superior customer service skills that respect every visitor's unique requirements. Cost to register is \$30 (actual cost is \$60 with Measuring Up Parksville sponsoring 50% of the workshop per participant).

Workshop participants will learn:

- Importance of providing excellent service to customers with disabilities.
- Appropriate language and protocol when serving customers with disabilities as well as beneficial and inclusive communication skills and techniques.
- A great self-awareness of their own feelings, misconceptions and biases when serving customers with disabilities.
- Information about tourist attractions or services in Parksville and area that are accessible.

WHO Business owners, employees, volunteers
WHAT SuperHost® Customers with Disabilities Workshop
WHERE Forum, Parksville Civic & Technology Centre
WHEN February 26 from 1 to 5 pm
WHY Disability training will ready Parksville to welcome the world in 2010
HOW Chamber office at 250 248-3613 or linda@chamber.parksville.bc.ca.
Prepayment by credit card; space is limited.
\$30 per person (50% of cost of \$60 paid by Measuring Up Parksville Committee).
Registration deadline February 19.

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For more information:

Debbie Tardiff, Communications Officer 250 954-3073