

powered by



PETER B. GUSTAVSON
School of Business
Executive Programs

The world looks different from here.

2016-2017 FALL / WINTER PROGRAM

*the Whistler Experience*TM

world class service training in Whistler

REGISTER TODAY
MECKI@WHISTLERCHAMBER.COM
(604) 932-5922

world class training in Whistler

The Whistler Experience™ leverages world class learning partnership with University of Victoria's Gustavson School of Business. This executive level service training teaches you to apply psychology and recognize opportunities to win and keep customers.

Service has become the key competitive differentiator in any sector. The Whistler Experience has been recognized as a key driver of the resort's international success. It gives any organization - from small to large - tools that will help drive revenue.



elevated team building

Enjoy exclusive rates to create a team event. Eat, sleep and have fun with businesses that have implemented Whistler Experience training. Your team will be able to enjoy experiences that Whistler is known for and see this service program in action.

Contact us to build your package.

sleep

Pan Pacific Hotel Whistler
The Westin Resort & Spa Whistler
Fairmont Chateau Whistler

eat

Gibbons Whistler
The Mexican Corner

travel

Star Limousine
Pacific Coach Lines

play

Ziptrek Ecotours
Scandinave Spa Whistler
Canadian Wilderness Adventures

put the science into action

Empower your team to take action everyday and create lasting change for your business.

1 Get the Whistler Experience Implementation Kit

Want to implement what you've learned and don't have an HR department or consultant to guide you? Make it easy by using the easy to read, step by step implementation kit.

2 Work with our Whistler Experience Coaches

Some organizations choose to work with one of our Whistler Experience approved coaches. They can help you embed the 3Rs and hold you (or your senior managers) accountable.

1

Inspiring content

world-class service & sales training presented by award winning Dr. Mark Colgate & his inspiring team

2

Backed by science


innovative training based on psychology & business research.


3

Tools to bring home




handouts that facilitate implementation

Choose one course or take them all for the the most elevated impact.

 **Foundation courses** teach the psychology that drives service and sales and how to put the science into action. **Recommended for anybody who wants to enhance their customer service skills and their resumé.**

FOUNDATION COURSES - START HERE!		VENUE / DATE	PRICES
 "Certificate of Completion" Certificate of completion is issued to all course participants.			
 MOMENTS OF POWER 1-4 / DR. MARK COLGATE Learn the psychology of what makes customers appreciate great service. Learn about the 3Rs (Reliability, Responsiveness & Relationships) and the 4 Moments of Power: The Power of Context, Power of Expertise, Power of Liking and Power of Problem Solving.	NOV 16 9AM - 12:30PM WESTIN	\$179	
 MOMENTS OF POWER 5-8 / DR. MARK COLGATE Understand what makes customers want to buy your products and services. Hone your sales skills and drive revenues as a team. Moments of Power 5 - 8: Power of Going First, Power of (not) losing, Power of Commitment, Power of the Crowd.	NOV 16 1:30 - 4:30PM WESTIN	\$179	

 **Leadership courses** let you enhance your leadership skills to drive excellence. **Recommended for current and aspiring leaders in any sector.**

LEADERSHIP COURSES		VENUE / DATE	PRICES
 "The Whistler Experience Service Leadership Certificate" Attend 3 leadership courses to earn the leadership certificate.			
 BE A COACH 2.0 / DR. MARK COLGATE *NEW Learn how to be a great coach so you can utilize the 8 Moments of Power to support and develop your team on a daily basis. Mark Colgate's coaching techniques take an "athletic approach" to coach for sustained employee engagement and superior performance.	NOV 17 9AM - 12PM WESTIN	\$219	
 LEADING PASSIONATE EMPLOYEES / DR. VIVIEN CORWIN *NEW Explore key drivers of employee engagement and get practical tools to help employees thrive in a range of different situations. Building on the foundational "Moments of Power" you will learn to draw on the 3Rs to foster employee engagement and passion.	NOV 17 1 - 4PM WESTIN	\$179	
 DISCOVER EMOTIONAL INTELLIGENCE (EQ) / DR. BRIAN LEACOCK *NEW Develop self-awareness, self-discipline, and empathy for more positive outcomes. This workshop focuses on EQ as a key driver of successful leadership in a service organization as well as on coaching staff in EQ to improve frontline customer service.	JAN 17 9AM - 3PM LOCATION TBD	\$429	

Attend November 16 and 17 for \$599. Attend all 5 courses for \$999 and save! / Prices are subject to GST

**CONTACT US
TO LEARN MORE...**

mecki@whistlerchamber.com
604.932.5922 x 25

the values

Get all 3Rs right & customers will keep coming back for more.

1

Be reliable

Deliver on promises...

2

Be responsive

Fulfill customer requests efficiently...

3

Build relationships

Personalize the experience...

testimonials

“Whistler Experience training makes it easy for us to strive for the ultimate. Our hotel now has access to value-added service training to back up existing internal training.”

**Lloyd Daser, General Manager
Pan Pacific Whistler**

“We see the Whistler Experience as a big opportunity for the whole resort to elevate its service game and a chance for Whistler to go from ‘great’ to ‘unforgettable’ when it comes to the guest experience.”

**Dave Brownlie, CEO
Whistler Blackcomb**

“This 2015/16 winter season we served 10% more guests and received better guest reviews with the same number of employees. Without investing in our people, this wouldn’t have happened.”

**Pepe Barajas, Restaurateur
The Mexican Corner**

The Whistler Experience™ is made possible with fee for service funding from the Resort Municipality of Whistler.

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IN PARTNERSHIP WITH

