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For Immediate Release

University program trains SuperHosts in the Yakima Valley

Yakima, Washington – Heritage University, in partnership with the Yakima Valley Visitors and Convention Bureau, is launching SuperHost® Fundamentals Training on Monday, May 17 at 8:30 a.m. at the Yakima Convention Center in Suite 300.

SuperHost® Fundamentals is a customer service training program developed by Tourism BC for the 1986 World Expo. Since its inception, the program has gained worldwide recognition as an excellent training program which hones the customer service skills of tourism, retail and service industry professionals. In the early part of this year, Heritage University purchased the SuperHost® Fundamentals license and had four facilitators trained to lead sessions in the Yakima Valley. The program is funded by the Department of Housing and Urban Development.

"Our goal is for the Yakima Valley to become known for excellent customer service," says Jessica Morgan, Community Outreach Coordinator for Heritage University. "This training will not only help participating businesses, but it will also provide the employees marketable skills in the workforce."

Monday's class is the first in a series that Heritage will be offering throughout the year. Each class cost $20 per participant and is limited to a maximum of 20 participants. The first session full, but reservations are being accepted for future classes. For more information please contact Jessica Morgan at Morgan_j@heritage.edu or by calling 509-865-8673.

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