



*Service that Exceeds Expectations*

# McCall College

## Customer Service & Hospitality

McCall College offers a Customer Service and Hospitality Program. The focus of the program is Service that Exceeds the Customer's Expectations. An Introduction to Customer Service and Hospitality Badge will offer needed skills for a resort economy.

### Information

Wednesday  
Orientation  
6:30 - 8:30 p.m.  
Saturday  
9 a.m.-1 p.m.  
Topic Content  
Sunday  
1p.m. - 5 p.m.  
Practicum  
Application

### Workshops October - November

Week 1 Recognizing & Serving Your Guest  
Week 2 Service Standards  
Week 3 Exceeding Expectations  
Week 4 Product Knowledge  
Week 5 Knowing your Market  
Week 6 Character & Ethics  
Week 7 Personal Accountability  
Week 8 Preparation for a Project

Cost: \$150.00 each week or \$500.00 per badge for all workshops.

Local  
Practical  
Affordable  
Transformative

More information:  
[www.McCallCollege.org](http://www.McCallCollege.org)

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