



Get the right skills for your tourism business

# New Zealand Certificate in Tourism (Visitor Experience) Level 3

Your employees get the essential skills they need to provide a top quality visitor experience and help you build an even more successful business.

With on-job training, your employees will develop vital tourism skills and knowledge that will help your business achieve its full potential.

It's focused on reinforcing the unique culture and character of the experience you offer your visitors. And it makes sure your people are achieving approved industry standards.

## Programme features – Skills for success

Here's a summary of what your people can learn to deliver a great visitor experience:

### Core skills and knowledge

Choose what's best for your business:

- ▶ How to provide excellent customer service.
- ▶ Recognising and satisfying the needs of your international visitors.
- ▶ Satisfying your visitors' interest in New Zealand's unique culture by gaining an understanding in Māori customs, language and tourism practices.
- ▶ Keeping your visitors safe by knowing how to use health, safety and security practices.
- ▶ Adding value to sales through conversation.
- ▶ Knowing how to deal with visitor complaints.

### Visitor Experience

Choose what's best for your business:

- ▶ Help your visitors experience the best New Zealand has to offer by gaining a good knowledge of our tourist destinations.
- ▶ Increase your visitors' enjoyment by taking care of them with a team skilled in working together to deliver a world-class experience.
- ▶ Satisfy your visitor's interest in indigenous New Zealand culture by knowing and being able to explain Māori place names.

Find out more: [www.ServiceIQ.org.nz/training/tourism/tourism-programmes](http://www.ServiceIQ.org.nz/training/tourism/tourism-programmes)

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Industry Qualifications

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