



Find out more!

Getting started in Tourism

Visitor Savvy Award

Great tourism businesses get the basics right. Make sure you get your entry-level employees up to speed with the essentials of great tourism service. The Visitor Savvy Award is ideal for your new employees getting started in the tourism industry.

It is easily delivered to your employees, on the job, at a pace that works for your business and it's available in print or online. Your employees will be upskilled in: great customer service, standard operating procedures, and health and safety.

Programme features – Skills for Success

Your employees starting out in tourism will gain essential skills and knowledge for a tourism business. Here's a brief summary of what they will learn:

- ▶ How to provide excellent customer service experiences.
- ▶ How to keep your visitors and your other employees safe by knowing how to use health, safety and security practices.
- ▶ How to apply standard operating procedures and the code of conduct in your business.

Available in print or online.

Find out more: www.ServiceIQ.org.nz/training/tourism/tourism-programmes

ServiceIQ
Industry Qualifications

We are the workplace training specialist for service sector employers in aviation, hospitality, retail, travel, tourism, and museums. We help our customers succeed by growing their talent.

Contact us: 0800 863 693 | intel@ServiceIQ.org.nz

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