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WHISTLER
2009



Getting ready for the Games!

Creating Service Magic

with Doug Lipp

Former head of corporate training at the Walt Disney University, Doug Lipp, took more than 600 Whistler business owners and managers behind the scenes of one of the most successful organizations in the world at the Chamber's annual Spirit luncheon and breakfast. Lipp provided real "how to" secrets of how Disney has achieved its high degree of success.

Highlights include:



1. **Good Show vs. Bad Show**

Ensure your team knows the difference between 'good show' and 'bad show' and that they deliver 'good show' to our guests.

2. **On Stage vs. Off Stage**

Ensure your staff know when and where it is appropriate to relax, chill out or blow off steam so customers are not negatively affected by it. For example, 'off stage' is in the staff room, not on the way to the staff room.

3. **Ten Most Commonly Asked Questions**

Ensure your employees are prepared to answer common questions. For example, what is the story behind the Olympic Mascots? What is the elevation of Whistler mountain? Where are the restrooms? Where do the athletes live?

4. **The Globe is Shrinking, Will Your Business Expand?**

The Games will bring national and international guests to Whistler. Ensure your team is equipped to handle linguistic and cultural differences during this time and provide the kind of customer service that will compel these guests to visit again and recommend Whistler to others.

5. **Mental Toughness**

Most employees will experience an emotional rollercoaster throughout the Games period including extreme highs and exhaustion. What are you doing to ensure your staff has the stamina to provide a consistent level of customer service during the Games? Keep your team fueled and running on time by providing breakfast, hydrating beverages and snacks.

6. **Above and Beyond**

Whistler is one of the most beautiful destinations in the world. Ensure your staff build on that beauty by providing service that is second to none. Coach them on the Spirit Philosophy of Connect, Assist, Exceed to ensure that 2010 guests have an unforgettable experience.