

Service Across Cultures

“No two people see the external world in exactly the same way. To every separate person a thing is what they think it is, in other words, not a thing, but a think.”

PENELOPE FITZGERALD *Poet*



WIN THE LOYALTY OF CUSTOMERS FROM ACROSS THE CULTURAL DIVIDE.

People born and raised in different cultures, no matter how long they have been in New Zealand will think, behave and respond differently to each other. Service Across Cultures will teach your staff a few key techniques to connect with customers from diverse backgrounds.

COURSE OVERVIEW

This workshop (run as either an introductory half day or an advanced full day workshop) will help staff gain a better understanding and awareness of the different cultures that make up New Zealand. It will help develop sensitivity to the preferences and expectations of the culturally diverse people who either work in, or come as visitors to New Zealand.

KEY SUBJECT AREAS

- Looking at the different belief systems, cultural traditions and diverse cultural dress styles we now see in New Zealand.
- Etiquette in communications, such as appropriate greetings, titles, name use, body language and gestures.
- Etiquette in food preparation, handling and eating.
- Learn how to meet and greet people without offence and how to avoid inappropriate behaviour.

LEARNING OUTCOMES

This workshop will enable the participant to:

- Confidently meet and greet people of different cultures and nationalities.
- Be able to identify the cultural mix in New Zealand.
- Recognise and provide key service requirements for people of different nationalities and cultures.
- Be able and committed to develop a personal plan to implement this knowledge.

For more information and to make a booking please contact your local KiwiHost Office on:

Freephone 0800 801 233



The Service Across Cultures Workshop:

Duration: 1/2 Day

Unique features

The Service Across Cultures Workshop is designed in New Zealand for local and current market trends.

- Professional facilitators use the most up to date accelerated learning techniques.
- An interactive, relaxed atmosphere with real world examples.
- Modern presentation methods using audio and visual presentations.

Who should attend?

All those who have, or are likely to have, contact with visitors, customers, colleagues or guests from multicultural backgrounds.

Includes...

- Resource material & workbook.
- An internationally recognised customer service certificate.

