



Funding Partners



## **SUPER STAR SERVICE TRAINING**

Volunteers play a key role in the success of the Arctic Winter Games in Grande Prairie. All volunteers have had the opportunity to take part in free customer service training, made possible through a partnership between the 2010 Arctic Winter Games Host Society and the Alberta Hotel and Lodging Association – a voluntary association that serves Alberta's tourism and hospitality industry. A unique training opportunity designed specifically to meet the needs of the Games and its volunteers, the SUPER STAR SERVICE training evolved from some of the key values of the AHLA including respect, honesty, quality, stewardship, service, and courage.

In preparation to welcome the circumpolar north, all volunteers were encouraged to complete one of the twenty training sessions offered over the last two months. Workshops helped coach each volunteer to be a SUPER STAR in the world of customer service and expectations. The theme of the workshop centers on each volunteer 'owning the experience' of being an integral part of the Arctic Winter Games. Volunteers are asked to approach their jobs with a sense of excitement, and a desire to have fun while exceeding the expectations of participants, visitors, media, even other volunteers!

The memories of these Games will be felt throughout the region for years to come. When the closing ceremonies are finished, the host community of Grande Prairie and area will boast a lasting legacy of volunteers trained to continue displaying the spirit of the 2010 Arctic Winter Games – to Dream, Achieve, and Inspire!