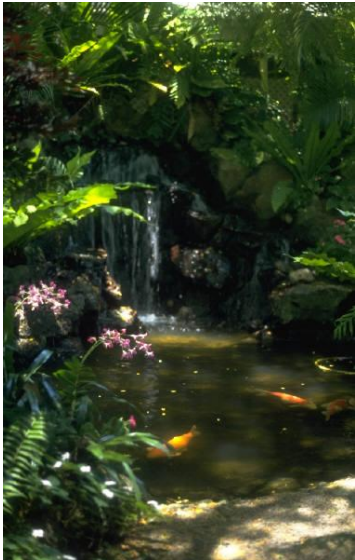




UNIVERSITY of HAWAII®
KAPI'OLANI
COMMUNITY COLLEGE

Continuing Education Promotes *Learning for a Lifetime*

Hawaii State Tour Driver and Guide Certification Course



Interpret Hawaii's professional training course designed for Hawaii's Tour Drivers, Guides and Front Line Employees

Learn to deliver effective, interactive and entertaining tours in 8-hours:

- Enhance your understanding of Hawaii's history, culture and language
- Discover how to research, develop and customize tours
- Create a "sense of place" and authentic experience for visitors
- Fine tune your customer service skills
- Learn essential and effective communication techniques
- Practice the art of "gracious hospitality with aloha" through interactive exercises
- Understand industry standards

Upon successful completion of course and exam, participants will receive an official State of Hawaii certification and designation as a visitor industry professional.



Visit our website at <http://continuinged.kcc.hawaii.edu/>

For more information contact Palakiko Yagodich at fyagodic@hawaii.edu or 734-9346

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