VISITOR ENGAGEMENT Academy™

A Tourism-Focused Learning System™

NEW TO THE INDUSTRY!

A tourism-focused learning system — making affordable, self-directed education and easily accessible resources available to every position in every sector of the tourism industry.

VisitorEngagementAcademy.com

Visitor Journey A$_2$D™

Arrival to Departure Training for Your Front-Line

An online and blended-learning program that teaches individuals their importance in the overall tourism industry — giving them the tools to positively impact every visitor's experience — from **Arrival to Departure**.

FLEXIBILITY

- **Sector Customization** - The course can be customized to each sector; for example building on taxi-specific training, while still demonstrating the importance of all the sectors working together to create a positive visitor experience.

- **Monitor Online Employee Progress** - Employers can monitor their employees' course progress through a proprietary Learning Management System (LMS) and recommend/assign them additional courses to take through the Visitor Engagement Academy.

- **Tiered Team Pricing** - Includes an annual license to this online course, with off-the-shelf or customized pricing options.

TRAINING

- **Multi–Module Course** - The course modules enhance your team's awareness by exploring the visitor's journey from their arrival to your destination, their first taxi ride, the hotel experience, dining out, visiting an attraction and airport departure.

- **Tourism & Customer Service Training** - Modules are designed to teach the importance of tourism, how to use local resources, and best practices in customer service.

- **Blended Learning: Online & Live Sessions** - The course is presented as blended learning — incorporating online course work with a one-hour instructor-led live classroom session — facilitated through a train-the-trainer method.