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Two customer service trainings for the hospitality and visitor services industry will be offered Dec. 5-6 in Anchorage.

The University of Alaska Fairbanks Cooperative Extension Service and the Alaska Division of Economic Development will co-sponsor AlaskaHost Customer Service Essentials training from 8:30 a.m. to 1 p.m. both days at the Anchorage Extension office at 1675 C St.

The class, with optional certification, will train individuals about how to teach customer service to employees of the hospitality and visitor services industry. Topics will include customer service essentials, telephone customer service, communications skills and serving customers with disabilities.

An optional Cultural Host certification training also will be taught from 1 to 5 p.m. Dec. 5. The training is designed to provide hospitality workers a greater understanding and appreciation of Alaska Native culture.

AlaskaHost is a statewide customer service training program sponsored by the State of Alaska. The fee for the train-the-trainer class is $100 and the Cultural Host training is $50. Register for both at http://bit.ly/ces-workshops. For more information, see details linked from www.uaf.edu/ces or contact Extension in Anchorage at 907-786-6300.

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ON THE WEB: www.uaf.edu/ces

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