



West Virginia Welcome hospitality training *On-site. On-line. On-time.*

Hospitality is vital to your guests' satisfaction and meeting customer service expectations. The WV Department of Education's *Hospitality Education and Training* offers you and your employees FREE access to frontline employee hospitality training.

Hospitality training for you and your employees is available through the Pocahontas County CVB in 3 ways:

- 1. On-line:** West Virginia Welcome online is an introduction to basic customer service skills designed to enhance your business. This course is self-guided, through the WVU Extension and WVU on-line course services and can be completed at your convenience. Visit www.wvwelcome.com where participants create a username and password to login and then click on the **West Virginia Welcome** course. It is FREE! This course will take approximately 45 minutes. The assessment must be completed at the end to acquire the certificate. On-line participants are certified & registered with the WVU Extension & WV Department of Education/HEAT as being certified. If you have employees completing the on-line course, please notify the Pocahontas CVB and obtain WV Welcome lapel pins for those employees certifying in the course.
- 2. On-site:** This on-site course is 1 – 1.5 hours in length, delivered face-to-face to your employees by a trainer on premises and customized for your business. The CVB will provide you a certified WV Welcome trainer free of charge, with the guarantee of 6 or more employees.
- 3. Public courses:** The 1-1.5 hour course will be open to the public at a variety of locations, dates & times and FREE to anyone wishing to certify in WV Welcome.

The Pocahontas County CVB is a partner in hospitality education for the well-being of our industry and our community. The Pocahontas County High School Tourism Club members are required to receive the WV Welcome certification. The Pocahontas County CVB encourages you to:

- Give priority consideration to applicants who have the WV Welcome training certificate.
- Require that all new hires certify in WV Welcome.
- Permit employees to complete course work as required on-the-job training.





**West Virginia Welcome
Certified Hospitality Training
Offered FREE by the Pocahontas County CVB
WINTER 2016 pre-scheduled programs open to the public**

WV Welcome classes
October 24 th - Marlinton Pocahontas County Career Center 10 a.m.
November 16 th – Marlinton Pocahontas County Career Center 1 p.m.
November 17 th – Snowshoe @ Linwood Library 1 p.m. & 3 p.m.
November 29th – Marlinton Pocahontas County Career Center 10 a.m.
November 30th – Snowshoe @ Linwood Library 11 a.m. & 1 p.m.
December 7th – Snowshoe @ Linwood Library 11 a.m. & 1 p.m.

WV Welcome - No pre-registration is necessary. Arrive a few minutes early to sign in.
The course duration is 45-60 minutes.



Hospitality Training Incentive Program Policy

The Pocahontas County CVB is committed to quality guest services. To build a high quality guest service experience in Pocahontas County, WV, the CVB encourages Pocahontas County businesses and attractions to invest in hospitality training. To encourage this investment, businesses and attractions listed in the annual visitor guide will receive a special icon alongside the name listing when the business and attraction meets these criteria:

- At minimum, the manager(s) and owner must annually certify in a hospitality training course. The annual proof of certification must be provided to the CVB office by October 1st of each year.

The CVB recommends the WV Welcome training course but other courses are permitted as long as certification can be proved and the training is recommended by a recognized organization or association in which the business is a member. The training course may be on-line or face-to-face delivered.

The CVB recommends that businesses and attractions implement hospitality training into their normal hiring and orientation program.

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