



GOLD COAST'S GUEST EXPERIENCE PROGRAM

BE MY GUEST

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OVERVIEW

Let's come together and 'wow' the world next April!

The Gold Coast 2018 Commonwealth Games (GC2018) will bring an unprecedented number of guests to our city and every interaction they have with passionate locals is vital to our success.

All Gold Coast residents and businesses can help ensure each guest experience is outstanding, from their first welcome in the city until the moment they depart.

The BE MY GUEST program brings the city together to create that "wow" guest experience leading up to, during and beyond the Games.

The program complements your own customer service training by providing detailed information about the Games and our city and instilling a sense of pride and passion in being part of the biggest sporting event held in Australia this decade.

It is a best practice model for creating a quality Gold Coast experience to ensure our guests return to our beautiful city and your business and promote us to others.

The program offers:

- GC2018 event awareness and knowledge
- Experienced facilitators with world-renowned guest experience expertise
- Heightened understanding & insights to what the Gold Coast has to offer
- Enhanced pride in the Gold Coast
- Inspirational ideas on how to give your guests a local experience
- Tips on how to incorporate the learnings into your workplace culture and training.

COST:

Fully funded by the City of Gold Coast. Tea/Coffee is provided for the 4 hour program.

FACILITATORS:

TravConsult www.travconsult.com.au

QUESTIONS:

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