

Leading Service Workshop

Practical Skills for Frontline Teams & Supervisors

January 29, 2026

10:00am - 12:00pm

Huntsville Public Library
7 Minerva Street East, Huntsville.

A practical, in-person workshop for the tourism & hospitality workforce

Explorers' Edge, in partnership with the Town of Huntsville, the Huntsville/Lake of Bays Chamber of Commerce, and the Huntsville BIA, is pleased to offer a hands-on workshop focused on Customer Service for Huntsville's tourism and hospitality sector.

We heard clearly from industry that while longer training sessions can be impactful, they aren't always accessible to everyone. This collaborative workshop is designed to focus on the most practical, real-world elements of meaningful customer service in an engaging format, enabling front-line staff, supervisors, and managers to participate, build confidence, and apply best practices on the job.

Delivered by the Huntsville and Explorer' Edge team, this 2-hour, interactive session explores what excellent inclusive service looks like on the front line—day to day, moment to moment.



**BUILDING
THE FUTURE
OF RURAL TOURISM
IN HUNTSVILLE**

EXPLORERS' EDGE WORKFORCE
DEVELOPMENT PARTNERSHIP

Register Today!
explorersedge.ca

Participants Will Learn:

Participants will gain practical tools and shared language to support confident, welcoming service delivery, including:

- How to navigate visitor interactions that may feel unfamiliar or challenging.
- Practical approaches for making every visitor feel welcomed and valued.
- Strategies for addressing service challenges and turning difficult situations into positive outcomes.
- Hands-on exercises and discussion based on real tourism scenarios to explore what inclusion looks like in practice.

