

ROCSTAR

Frontline eLearning by Visit Rochester



HOW TO BEGIN

1. Go to visitrochester.tourismetraining.com/catalog
2. Click on **Get This Course**.
3. Choose Sign Up and complete the form.
4. Confirmation will be sent to your email inbox.
5. Click on the link in the confirmation email to confirm your email address.
6. Login to the learning portal.
7. Click on **ROC Star 2.0 Destination Training** to open the course.
8. Click on **Start Course** to begin.

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Visit Rochester

ROCSTAR
Frontline eLearning by Visit Rochester 2.0

ROC Star 2.0 Destination Training

Visit Rochester's ROC Star 2.0 Online Training program is designed to give our region's tourism partners the knowledge necessary to become tourism ambassadors for our area. There are four modules in the program. Each module will take...

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Visit Rochester

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ROC Star 2.0 Destination Training

Visit Rochester's ROC Star 2.0 Online Training program is designed to give our region's tourism partners the knowledge necessary to become tourism ambassadors for our area. There are four modules in the program. Each module will take approximately 15 minutes to complete. Modules must be completed in order. Modules will be visible on the list of course training material but the module title will not be clickable until previous units have been completed.

Covid-19 guidelines continue to evolve. Material presented in this course is subject to change at any time. Be sure to check the current operational status of any business or event featured in the modules on a regular basis.

As an incentive for completing the program, all front line staff completing the program will receive a complimentary gift from Visit Rochester, such as attraction tickets, event passes, or a restaurant gift card. Directions for redeeming your gift will be provided upon program completion.

Content

- Module 1: Introduction
- Module 2: Family Fun Tour
- Module 3: Couples & Friends Tour
- Module 4: Not Business As Usual Tour
- Course Survey

Start or resume course



60 Min

You can complete the training in approximately 60 minutes.

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Online

Training that is online is more accessible to frontline staff.



On Demand

Available when it works for you. You can go in and out of the training as you need to.



Engaging

There are multiple fun and engaging activities throughout the training modules.



Rewards

Not only do you get ROC STAR status, you receive a reward for completion.

TECHNICAL TIPS

- Be sure your web browser is up to date.
- Chrome is the recommended browser to use.
- Use your email address as your username.

TECHNICAL ISSUES

For help or to report a technical issue, email VantEdge Support, support@vantedge.zendesk.com

Include the following information in your email:

- Type of device, operating system and browser you are using. (Example: laptop, Windows 10, Chrome)
- Name of module experiencing the issue
- Slide on which the module experienced the issue
- Description of the problem