



## **EMPLOYERS/BUSINESS OWNERS FAQ**

- **What is SLO CAL Welcome?** SLO CAL Welcome is a certified first-of-its kind, online customer service-learning program specifically designed for San Luis Obispo County's (SLO CAL) travel & tourism industry. It is free to all and available in English and Spanish on both mobile and desktop. This self-paced program is designed to provide customer-facing employees in SLO CAL's tourism and hospitality industry with the knowledge, tools and resources needed to be experts in customer service.
- **Why was this program created?** Visit SLO CAL funded the development of this program to increase customer service skills and visitor satisfaction across the county. SLO CAL Welcome provides a valuable tool for employers to add to their workforce development resources, while providing knowledge, tools and resources to employees or volunteers to be experts in customer service.
- **Who is the SLO CAL Welcome best suited for?** Customer-facing employees (supervisors and staff) working or volunteering in SLO CAL's tourism and hospitality industry.
- **Can my supervisors, managers and non-frontline employees enroll in this program too?** Absolutely! Everyone in your organization is welcome to enroll.
- **Is there a cost to participate in this online learning program?** Nope! This program is **FREE** for employers and employees working or volunteering in the tourism and hospitality industry.
- **How long will it take to finish the training?** SLO CAL Welcome is estimated to take between 3-5 hours to complete, depending on learning styles. There are six required modules and each module is estimated to take 30 minutes. Participants have 90 days to complete after they have registered.
- **As a supervisor, can I track my team's progress?** Yes, you'll be able to access the learning site to see what modules your team members have finished and to see who has successfully completed the training and become a SLO CAL Welcome Expert. Contact [slocalwelcome@slocal.com](mailto:slocalwelcome@slocal.com) to learn more.