PARTICIPANT 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.

- **Is there a cost for myself 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.

- **What's involved with the online learning courses?** The program consists of six required courses, including three-tiered customer service modules:

    - Welcome 101 – Introductory Customer Service

    - Welcome 102 – Intermediate Customer Service

    - Welcome 103 – Advanced Customer Service

    - Welcome 104 – Equity, Diversity and Inclusion

    - Welcome 105 – Specialized Modules (industry specific: Restaurant, Lodging or Experiential Attractions which include wineries, breweries, cultural attractions and recreational businesses)

    - Welcome 106 – Destinations

The courses are designed to provide learning in a fun, interactive environment featuring flip cards, videos and insider tips. Participants will need to successfully pass each module's Knowledge Check section in order to advance to the next module. Once all six courses are completed, participants earn a certificate and pin and become an official SLO CAL Welcome Expert. Businesses who have their employees successfully complete the training will earn their SLO CAL Welcome Experts in Service star.

- **How long will it take to finish all six courses?** SLO CAL Welcome is estimated to take between 3-5 hours to complete, depending on learning styles. Each module is estimated to take 30 minutes. Once you have registered, you will have 90 days to complete the full training.

- **Do you offer this course in other languages?** Yes! This course is offered in English and Spanish.

- **How do I register?** Ask your supervisor for more information, or simply visit SLOCAL.com and get started (remember to let your supervisor know that you are taking this course). If you have any questions, contact slocalwelcome@slocal.com

- **Can I stop and start between lessons and courses? Will the online course save my progress if I need to log-off in the middle of a lesson?** The program will automatically save your progress. The progress bars will show you how close you are to completing each course and will help you find where you left off.

- **What do I receive once I have finished the program?**
  All graduates will receive:

  - A digital SLO CAL Welcome Expert certificate that recognizes your successful completion of the program.
  - A SLO CAL Welcome Expert lapel pin will be delivered from Visit SLO CAL to the business address provided during registration at a later date.

  Employers will receive:
  - A SLO CAL Welcome Expert in Service plaque (based on number of employees that successfully complete training)

- **Does my certification expire or require renewal?** Your SLO CAL Welcome certification does not expire however, graduates will be required to take either new or refresher modules annually. The SLO CAL Welcome team will notify graduates to re-certify when new course material becomes available.

- **What happens if I move to a new job?** Your certification is still valid if you change roles or move to a new employer. If you change industries and would like to take the customer service specialized module for your new industry, contact slocalwelcome@slocal.com and the system can be updated.

  Please provide us with your updated contact details under 'My Account', which is found in the upper right menu bar within the academy. To change your company name please send us an email to slocalwelcome@slocal.com.

- **How often is content updated in SLO CAL Welcome?** Content is refreshed annually. As such, Visit SLO CAL invites employers or participants to share their input and experience suggestions via slocalwelcome@slocal.com for future consideration.

TECHNICAL QUESTIONS

- **Do I register with my work email and mailing address, or my personal one?** Either is fine, but we encourage you to choose an email, phone number and mailing address that are unique to you. We also suggest you speak to your supervisor to decide what's best for you and your organization.

- **I have registered, but I didn't receive an email notification with a password. What should I do about this?** If you did not receive an email verifying your registration, check your junk email folder. If you don't find an email titled "**SLO CAL Welcome - Registration Notification,"** contact slocalwelcome@slocal.com or 805-541-8000 (Monday to Friday, 8 a.m. to 5 p.m.).

- **Does the system recognize me as a unique user, or do I register as part of my team at work?** SLO CAL Welcome is designed to recognize and reward each learner as a unique user. Please use an email address that is unique to you when you register.

- **Does this online program work on my cell phone or tablet?** Yes, it is mobile responsive, so it works on all devices.

- **Does my manager know if I've enrolled or completed this course?** Your supervisor or manager has the capability to track your progress if they're enrolled in the program and have requested this functionality from Visit SLO CAL. We encourage you to let your supervisor or manager know that you're interested in completing this program.

- **In the program, why are some image thumbnails grayed-out and others in color?** The grayed-out thumbnails represent sections that have not yet been completed. Once you have checked the acknowledgement at the bottom of the section, the image thumbnail will be in color.

- **Does this use a lot of data on my phone?** Since this system is online and has many pictures and some videos, we recommend that you use a strong Wi-Fi connection, or a LAN (wired) Internet connection when using a computer.

- **What happens if I forget my password?** You can reset your password at any time from the login screen at slocalwelcome.com. You can also contact slocalwelcome@slocal.com to have it reset manually.

- **Who do I contact if I'm having problems with the online system?**
  First, try clearing your browser's cache data (images and files), then refresh the page. Check your Internet firewall settings as well. If you're still having issues, please contact slocalwelcome@slocal.com or 805-541-8000 (Monday to Friday, 8 a.m. to 5 p.m.).