

COST

\$55 + GST per employee
(Ask about financial support)

DATES

September 22 & 23, 2023



Deadline to register is Sept 15, 2023
Please contact Heather at 403-821-1596 or
development@traveldrumheller.com for
more information

THANK YOU TO OUR PARTNERS

Community
Futures Big Country



ROYAL TYRRELL
MUSEUM

DRUM DISCOVERY 2023

Equipping Ambassadors
of the Valley



DRUM DISCOVERY

A training and support program for customer facing staff.



- Equipping our local employees to help guests make the most of their time in Drumheller
- Coaching staff to share a passion for the Drumheller Valley and area
- Increasing confidence and sense of belonging for local citizens
- Raising loyalty to local businesses and services for visitors and citizens



WHAT IS INCLUDED?

- A familiarization tour of the Valley. With a mix of drive by and visits to local attractions
- Customer care training from the Royal Tyrrell Museum
- Community support information
- Certification for the employee
- Certificate and decal for the business
- A celebratory lunch for employees which includes a 'toquing' ceremony

STAFF LEARN

- All about the Drumheller Valley
- Great customer care skills
- The range of community supports available to them

BUSINESS BENEFITS

- Building a community-wide level of customer care
- Increasing the customer care offered to your customers
- Boosting staff confidence and morale
- Reducing staff turnover
- Increasing your appeal as an employer