

COST

\$60 + GST per participant
(Ask about financial support for employees)

DATE OPTIONS

Wednesday, May 22, 2024
Wednesday, June 26, 2024
Tuesday, September 17, 2024



The deadline to register is one week before each session begins.

Please contact
drumdiscovery@traveldrumheller.com
for more information

THANK YOU TO OUR PARTNERS



ROYAL TYRRELL
MUSEUM

DRUM DISCOVERY 2024

Equipping Ambassadors
of the Valley



DRUM DISCOVERY

A training and support program for customer facing staff and interested community members.



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



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
- 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