

## WELCOME!

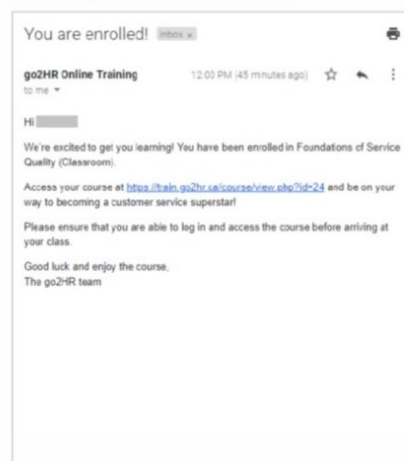
We hope you are looking forward to the upcoming workshop, we are excited to have this opportunity to offer you the **Foundations of Service Quality** Course through the **Superhost** Program.

This letter is designed to make sure you are well prepared for this course.

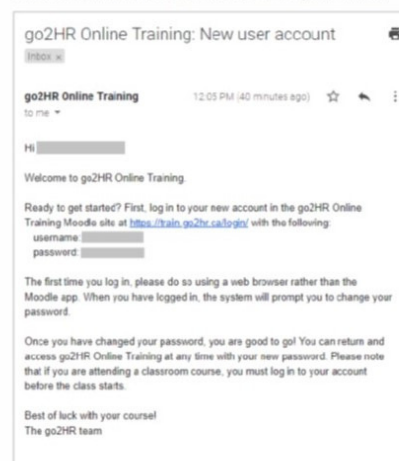
All students will be registered by the delivery organization prior to the day of the workshop. **You should have received or will be receiving an invitation to log in** to the Student Moodle account. **YOU MUST LOGIN** before the classroom session, so you can complete your final quiz and certification when the course ends. (see screen shot below)

### SuperHost Notification Emails

1. All users will receive a course enrolment email:



2. New users will also receive an email with their login information:



There will be two short breaks and one lunch break during the course of the day. The length of time of each break will be determined by the instructor and the group.

## WHAT YOU WILL NEED ON THE DAY OF THE COURSE

- **You will need:**
- something to write with, like a pen or pencil.
- food, snacks and/or water

The final quiz is mobile friendly and there is a Moodle app for both Android or iOS devices, which will allow you to access some course materials and activities offline.

- Digital copies of all the course materials you need are found in the Student Resources section. You can save these to your mobile device, download them, or print them off to use after the course is complete

**SEE YOU SOON AND BE READY FOR A FUN DAY!**