

BECOME A CERTIFIED INTERPRETIVE HOST

6 + 7 april

The Certified Interpretive Host category is designed for staff and volunteers at interpretive sites who have public contact but don't usually deliver interpretive programs. Receptionists, maintenance workers, law enforcement officers, campground hosts, greeters, and sales clerks are among the individuals who may find the program helpful. CIH training combines customer service with informal interpretation to help participants improve their responses to guests in general while helping achieve stewardship goals of the organization.

This 16-hour course includes

- + History, definition, and principles of interpretation
- + How to provide great customer service
- + Hospitality and communication skills
- + NAI Certification requirements
(open book exam; video exam)
- + All materials and workbook

Requirements for the CIH Course

Anyone age 16 or over with a desire to increase their knowledge and skills related to customer service and interpretation may participate. Membership in NAI is not required, but NAI members may pay a discounted fee to participate in the program.

To register & for more information

Tauni McCammon / 503-879-2130

*Registration limit of 15 people



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