



BILLINGS TOURISM AMBASSADORS

“What’s there to do?”

“Are there any events coming
up?”

“Where’s the best place
to eat?”

“Uber is a thing here, yeah?”



The Billings Tourism Ambassador Program is a multi-faceted program that serves to increase tourism by inspiring front-line employees, volunteers, and citizens to turn every visitor encounter into a positive experience. When visitors have a positive experience, they are more likely to return in the future and also share their experience with others. Everyone benefits - the visitor, the industry, the local economy, and most importantly, the front-line worker.

FOR EMPLOYERS

Tourism is big business not only to large cities, but also to small communities in the United States and around the world. Visitors spend money attending to business, touring attractions, or learning about the history of the area. This infusion of tourism dollars into the local economy often holds local tax increases at bay and gives Billings extra money to enhance its infrastructure - making the destination more appealing over time. As a result, destinations spend lots of money courting convention and leisure travelers.

But in reality, no amount of money will make up for the visitor having a bad experience, which negatively impacts our area's brand and overall image as a destination.

The Billings Tourism Ambassador Program teaches front-line employees and volunteer's best practices and ensures they understand their role in increasing tourism. This program helps your front-line increase their knowledge of the region; provides answers to the variety of questions received from visitors; and gives your front-line a chance to meet one another, learn from each other's experiences and celebrate together!

FOR EMPLOYEES & VOLUNTEERS

What separates the Billings Tourism Ambassador Program from other training programs is that it's a certification, not just training. Employees and volunteers who complete the program receive a credential and accompanying initials that can be used behind the person's name to denote their commitment to their profession as a Certified Tourism Ambassador™ (e.g., Jim Smith, CTA). The CTA logo may also be used on your website and business cards/communications with approval.

As an Accredited Provider, Visit Billings presents the official CTA designation on behalf of the Tourism Ambassador Institute®, the oversight body for the certification program.

PROGRAM REQUIREMENTS

Every certification program requires successful completion of a core curriculum. The following recaps the requirements to earn the CTA designation: **complete required reading, attend half-day classroom session, complete learning assignments, and complete open-book exam.**

Upon successful completion, participants will earn the Certified Tourism Ambassador™ designation and receive a CTA certificate and lapel pin. An annual renewal process of certification is also necessary to maintain your certification.

WHAT'S IN IT FOR YOU?

By becoming a Certified Tourism Ambassador, you'll have the tools and knowledge necessary to create a more memorable visitor experience and you'll reap the benefits. Being a CTA is a great achievement. It is an official designation to add to your resume. The program also provides:

- A meaningful credential
- Increased business, higher tips
- Professional skill building
- Career advancement
- Networking opportunities
- Regular advice & updates
- Rewards and incentives



CURRICULUM

Module 1: Power of Tourism
Module 2: Discovering Billings
Module 3: Knowing, Finding, Using Resources
Module 4: Exceeding Customer Expectations

PROGRAM COST

The Billings Certified Ambassadors Program is free.

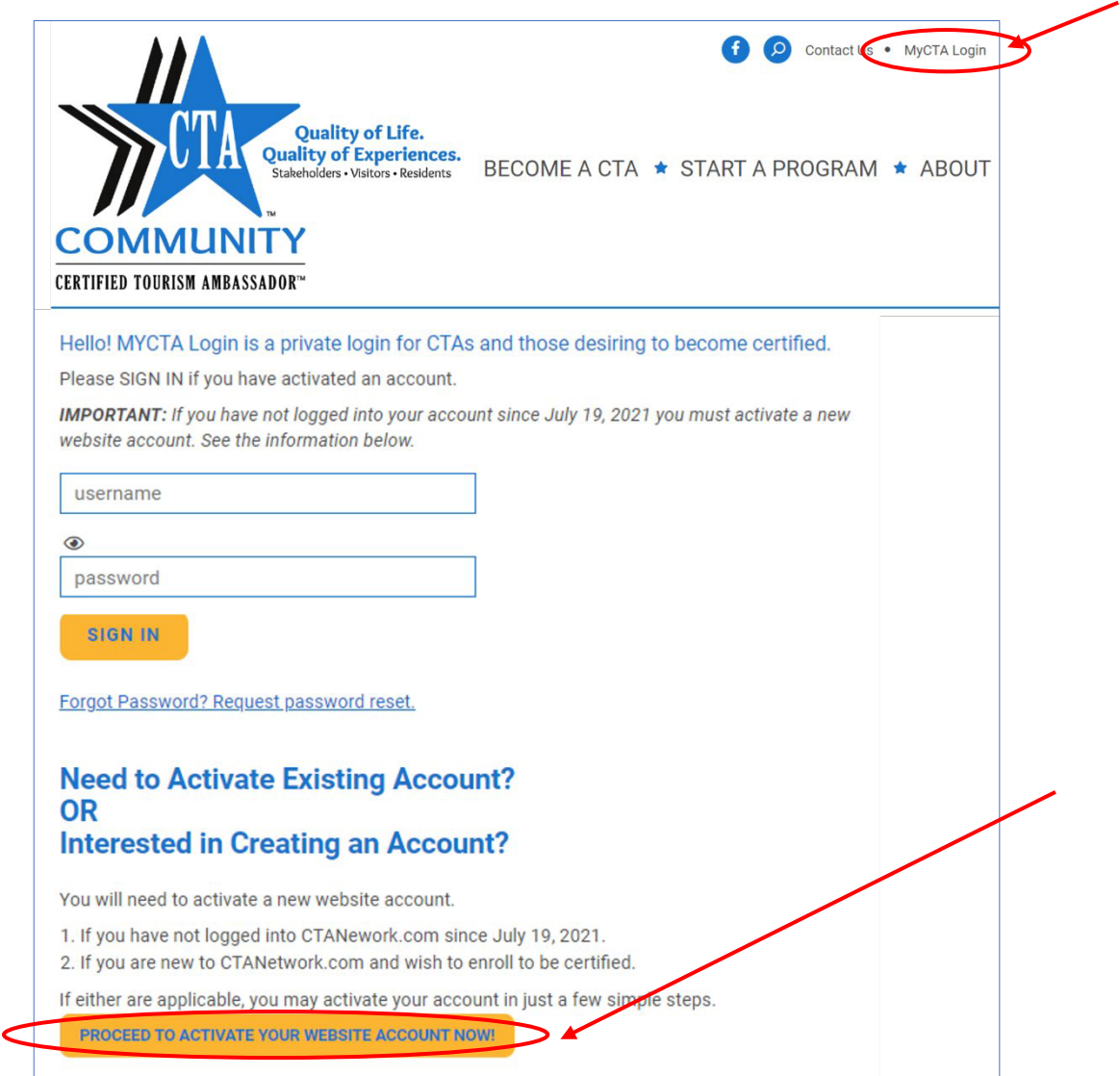
ENROLLMENT

Scan the QR code below or visit CTANetwork.com to create an account in order to enroll for our area's program.



Activate Your CTA Website Account. It's Easy!

1. Go to CTANetwork.com and click *MyCTA Login* to open the log in page shown below.
2. Then, scroll to the very bottom and select the yellow button to proceed.



The screenshot shows the CTANetwork.com website. At the top right, there are links for 'Contact Us' and 'MyCTA Login'. The 'MyCTA Login' link is circled in red, with a red arrow pointing to it from the right. Below the header, there is a login form with fields for 'username' and 'password', and a yellow 'SIGN IN' button. Below the form, there is a link for 'Forgot Password? Request password reset.' Further down, there is a section titled 'Need to Activate Existing Account? OR Interested in Creating an Account?'. Below this section, there are instructions on how to activate a new website account. At the bottom of the page, there is a yellow button that says 'PROCEED TO ACTIVATE YOUR WEBSITE ACCOUNT NOW!'. This button is circled in red, with a red arrow pointing to it from the right.

- 3a. Read the instructions, then enter the email address you would have used at your last log in. If you know your ID number, see 3b. below.

Activate Your Personal Log In to CTANetwork.com!

Enter your email address, then click **SUBMIT EMAIL** below. If you are already in the system, **you will be sent an email with a link to complete activation**. If not, you will be prompted to create a new account.

enter your email address

SUBMIT EMAIL

CANCEL

[Quick Activation by Account ID](#)

- 3b. Know Your ID Number?

Click the quick activation link, then enter your ID number and name.

Quick Activation

Please enter your contact ID, first and last name below and click "Activate Account". The system will attempt to find your account using the information provided and allow you to create a username and password.

Member Number: *



First Name: *



Last Name: *



☐ I consent to providing my personal data throughout this website in accordance with the [Privacy Policy](#) and [Terms of Use](#) of this website.

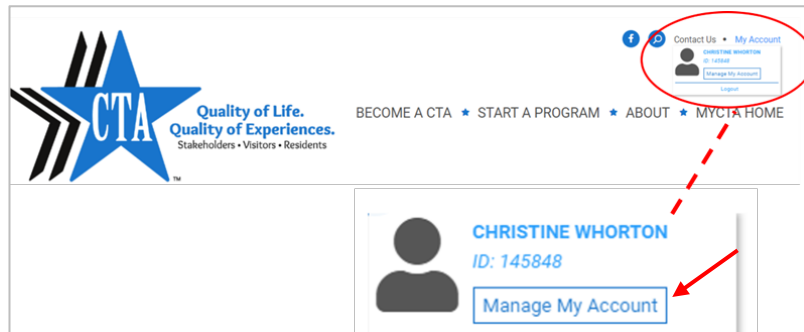
ACTIVATE ACCOUNT

CANCEL

Check the box, then click the *Activate Account* button.

Utilizing CTANetwork.com

4. Once logged in at CTANetwork.com, upper right *MyCTA Login* turns into *MyAccount*. Click it again and select *Manage My Account* to go into your account.



5. Record Points, Print Your Certificate and More!

Christine Whorton (#13994)
Mickey Schaefer & Associates LLC
2374 Any Street Drive
Oro Valley, AZ 85755
Email: christine@mickeyandassociates.com
Phone: (520) 544-2760

Account Actions

- [Edit Profile](#) ← Manage Your Profile
- [Address Book](#)
- [Contact Information](#)
- [Opt In and Out](#)
- [Record Points/Points Bank](#) ← Record Your 50 Renewal Points
- [Get CTA Card and Certificate](#) ← Print Your Certificate and Wallet Card
- [Pay Outstanding Orders](#) ← Pay With Credit Card
- [Change Username](#)
- [Reset Password](#) ← Manage Username and Password

6. Access Your Benefits! Select MyCTA HOME.

