

sunsational service®

2019 Training Schedule

Trainer: Hospitality Excellence, Inc.

Cost: **FREE** (no-shows will be billed \$99.00.)
RSVP REQUIRED – walk-ins not allowed

Course Description: This fast-paced interactive class is designed to help us reach our goal of outstanding service for every citizen and visitor in Broward County.

Audience: Open to Owners, Managers and all employees

Competencies:

- * Teamwork
- * Cultural Sensitivity
- * Communication

Delivery: Interactive TouchPoint experience, video, discussion, role-playing exercises

Learning Objectives:

- * Recognize and demonstrate the “10 Standards of Service Excellence”
- * Understand and practice positive telephone techniques
- * Review the many ways a positive attitude affects customer/provider interactions

Dates: **Wed. March 13 (1:00pm*- 4:30pm)**
Wed. June 5 (1:00pm*- 4:30pm)
Wed. September 11 (1:00pm*- 4:30pm)
Wed. November 6 (1:00pm*- 4:30pm)
***Optional FREE Self-Guided Tour: 10am-12:30pm**
***Registration: 12:30pm**

How Participants Will Benefit:

- * Knowledge of the guest experience “chain of events”
- * Ability to make an ordinary customer experience extraordinary
- * Improved communications between employees and customers

Location: **Museum of Discovery & Science**
Learning Center 1 & 2
401 SW Second Street
Fort Lauderdale, FL 33312
www.mods.org

Directions: I-95 to Broward Blvd. East on Broward Blvd. to SW Fifth Avenue. FREE Parking with Parking Pass available with final confirmation.

Name: _____ Title: _____

Company Name: _____

Company Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____ E-Mail Address: _____

Training Date: _____

Confirmation: You will receive a confirmation via email; please bring this with you as your admission to the class.

E-Mail/Fax Registration Form to:

Greater Fort Lauderdale Convention & Visitors Bureau
Attn: Rita Wells, Partner Relations Manager
101 NE Third Avenue, Suite 100
Fort Lauderdale, FL 33301
E-Mail: rwells@broward.org Fax: (954) 765-4687

Contact me regarding:

Management Overview

Customized Service Excellence Programs