



*It all starts with you.*

## 2019 Training Schedule

### Trainer:

Hospitality Excellence, Inc.

### 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.

### Competencies:

- Teamwork
- Cultural Sensitivity
- Communication

### 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

### 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

### Cost:

FREE (no-shows will be billed \$99)

**ONLINE RSVP REQUIRED:** [sunny.org/rsvp](http://sunny.org/rsvp)

Walk-ins not allowed

### Audience:

Open to owners, managers and all employees

### Delivery:

Interactive TouchPoint experience, video, discussion and role-playing exercises

### Dates:

- Wed, June 5 (1-4:30pm)\*
- Wed, Sept 11 (1-4:30pm)\*
- Wed, Nov 6 (1-4:30pm)\*

\*Optional FREE Self-Guided Tour: 10am-12:30pm

\*Registration: 12:30pm

### Location:

Museum of Discovery & Science  
Learning Center 1 & 2  
401 SW 2<sup>nd</sup> Street  
Fort Lauderdale, FL 33312  
[mods.org](http://mods.org)

### Directions:

I-95 to Broward Blvd. East on Broward Blvd. to SW 5<sup>th</sup> Ave. FREE Parking with Parking Pass available with final confirmation.

**RSVP online at [sunny.org/rsvp](http://sunny.org/rsvp)**