



2016 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 \$99.00.)
RSVP REQUIRED –
walk-ins not allowed

Audience: Open to Owners, Managers, and all employees

Delivery: Interactive TouchPoint experience/ self-guided tour, video, discussion, role-playing exercises

Dates: Wed. Jan 20 (1:00pm*-4:30pm)
Wed. Apr 6 (1:00pm*-4:30pm)
Wed. Jun 8 (1:00pm*-4:30pm)
Wed. Oct 5 (1:00pm*-4:30pm)
Optional FREE Self-Guided Tour: 9:30am-12:30pm
*Registration: 12:30pm

Location: Flamingo Gardens – Gallery Room
3750 S. Flamingo Road
Davie, FL 33330
(954) 473-2955

Directions: I-95 to I-595. West on I-595 to Flamingo Road. South on Flamingo Road to 36th Court. Flamingo Gardens is on the left with FREE parking.

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: Michelle Reynolds, Strategic Client Services Assistant
101 NE Third Avenue, Suite 100
Fort Lauderdale, FL 33301
E-Mail: mireynolds@broward.org Fax: (954) 765-4687

Contact me regarding: _____ Management Overview _____ Customized Service Excellence Programs