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# Customer Service Excellence Hospitality Training Workshop

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## ★ Registration Form ★


*Presented by the Roanoke Valley Convention & Visitors Bureau:*

**Learn best practices to better attract and retain your customers:**

- Answer up to 99% of all visitor questions about the region
- Be better prepared to handle difficult visitors
- Make a lasting positive impression increasing repeat business

**Workshop Includes:**

- \* 3 hours of interactive training
- \* Customer service excellence overview
- \* Invaluable visitor information resource book
- \* Complimentary VIP pass to area attractions



**Return this form by  
Tuesday, April 19th  
to reserve  
your space!**

**Thursday, April 21st**  
**Hampton Inn Salem (Exit 137)**  
**450 Litchell Rd., Salem VA 24153**

**Circle a time - 9am - Noon OR 1:30pm - 4:30pm**

**Workshop Registration Fee:** \$15.00 Roanoke Valley CVB partners  
\$20.00 non-affiliated partners  
\$10.00 students

**Return this form and payment (non-refundable after April 19, 2016)**

Participant Name \_\_\_\_\_

Business/Organization \_\_\_\_\_

Address \_\_\_\_\_

City/State/Zip \_\_\_\_\_

Phone (\_\_\_\_) \_\_\_\_\_



**Return form and payment to:** Roanoke Valley Convention & Visitors Bureau,  
Attn.– Visitor Information Center, 101 Shenandoah Ave, NE, Roanoke, VA 24016  
For questions call Holly or Jane - (540) 342-6025 or  
Email - frontdesk@visitroanokeva.com (Fax # - (540) 342-7119)