

Sunsational Service™

2012 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 communication 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: Video, discussion, role-playing exercises

Date(s): **Wed. Jan 11 (1:00pm*-4:30pm)**
Wed. Apr 4 (1:00pm*-4:30pm)
Wed. Jun 13 (1:00pm*-4:30pm)
Wed. Oct 10 (1:00pm*-4:30pm)
***Registration: 12:45pm**

Location: **African American Research Library & Cultural Center**
2650 NW 6th Street
Fort Lauderdale, FL 33311
(954) 625-2800

Directions: I-95 to Broward Blvd. West on Broward Blvd. to NW 27 Ave. North (right) on NW 27 Ave. Library is on the SE corner of NW 27 Ave. & Sistrunk Blvd. (NW 6 St.)

Name: _____ Title: _____

Company Name: _____

Company Address: _____

City: _____ State: _____ Zip: _____

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

Training Date: _____

Confirmation: You will receive a faxed/e-mailed confirmation; please bring this with you as your admission to the class.

Fax/E-Mail Registration Form to:

Greater Fort Lauderdale Convention & Visitors Bureau
Attn: Kristen Mooney, Strategic Client Services Assistant
100 E. Broward Blvd., Suite 200
Fort Lauderdale, FL 33301
Fax: (954) 765-4687
E-Mail: kmooney@broward.org

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