



First
IMPRESSIONS
Guest Service Training

invites you to a training workshop for guest service professionals

➔ **WHEN**

➔ **WHERE**

➔ **WHAT**

A guest service training class for Arkansas's hospitality industry. You will learn how to:

- Make a positive first impression
- Give good directions
- Assist more than one customer at a time
- Represent your community and state
- Provide superior service on the phone and in email

➔ **WHO**

Managers and front-line workers in the hospitality industry are encouraged to attend.

➔ **WHY**

To gain guest service skills proven to boost your business's profit and contribute to the success of the local economy and state's tourism industry.

➔ **HOW**

RSVP By:

Contact:



*Training is sponsored by the
Department of Parks and Tourism.*