



## 2017 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. July 12 (1:00pm\*-4:30pm)

Wed. Oct 4 (1:00pm\*-4:30pm)

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

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

**Directions:** I-95 to Broward Blvd. East on Broward to Avenue of the Arts. FREE parking in City of Fort Lauderdale garage.

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](mailto:mireynolds@broward.org) **Fax:** (954) 765-4687

**Contact me regarding:** \_\_\_\_\_ Management Overview \_\_\_\_\_ Customized Service Excellence Programs