

TEXAS FRIENDLY HOSPITALITY TRAINING WORKSHOP

Tuesday, August 12, 2008

200 E. Main Street
Nacogdoches, Texas

Participants will learn about Nacogdoches' opportunities for tourism development, ways to make Nacogdoches a "tourist-friendly" place, as well as the basics of customer service.

This workshop will help your front-line employees:

- ✓ Develop positive customer service skills and practices
- ✓ Understand the role of excellent customer service
- ✓ Learn how to acquire information
- ✓ Practice skills to improve customer retention and community pride

Conducted by Sarah O'Brien, Nacogdoches Main Street Manager

Two different sessions are being offered:

Session 1: 8 to 10 a.m.

Participants will learn the basics of customer service.

Session 2: 2 to 4 p.m.

Advanced participants will learn about telephone and email etiquette, and dealing with irate customers and more.

The cost of the workshop is \$15 per person and session.

Class size is limited. Advance registration required.

Name: _____

Organization: _____

Address: _____

Phone: _____

Email: _____

Please circle the session you will to attend: 8 to 10 a.m. 2 to 4 p.m.

Make checks payable to:

Nacogdoches CVB
200 E. Main Nacogdoches, TX 75961
Fax: 936-462-7688

