

TEXAS FRIENDLY HOSPITALITY TRAINING WORKSHOP

Tuesday, May 24, 2011

4 p.m. to 5 p.m.

Nacogdoches Recreation Center

1112 North Street

Nacogdoches, Texas 75961

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

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

Participants will learn the basics of customer service. All participants will be "Texas Friendly" certified at the conclusion of the session.

Class size is limited. Advance registration required.

Name: _____

Organization: _____

Address: _____

Phone: _____

Email: _____

