



TEXAS FRIENDLY HOSPITALITY TRAINING WORKSHOP

Wednesday, August 31, 2011

9 a.m. to 10 p.m.

*200 E. Main Street
Nacogdoches Convention & Visitors Bureau
Nacogdoches, TX 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.

The cost of the workshop is free to all downtown businesses and City of Nacogdoches Employees.

Class size is limited. Advance registration required.

Name:

Organization:

Address:

Phone:

Email: