

# TEXAS FRIENDLY HOSPITALITY TRAINING WORKSHOP

**Wednesday, August 1, 2012**

**9 a.m. to 10 a.m.**

*Nacogdoches City Hall*

*Council Chambers*

*202 E. Pilar 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 Samantha Mora, Director of Alumni Events and Engagement, SFASU Alumni Association

**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.**

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Name: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

