

# Sunsational Service™

## 2015 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/ tour, video, discussion, role-playing exercises

**Dates:** **Wed. Jan 21 (1:00pm\*-4:30pm)**  
**Wed. Apr 1 (1:00pm\*-4:30pm)**  
**Wed. Jun 10 (1:00pm\*-4:30pm)**  
**Wed. Oct 7 (1:00pm\*-4:30pm)**  
**\*Registration: 12:15pm**

**Location:** **Fort Lauderdale History Center (New River Inn & Museum)**  
**219 Southwest 2<sup>nd</sup> Avenue**  
**Fort Lauderdale, FL 33301**  
**(954) 463-4431**

**Directions:** I-95 to Broward Boulevard  
East on Broward Blvd. to SW 2<sup>nd</sup> Ave.  
South on SW 2<sup>nd</sup> Ave., crossover SW 2<sup>nd</sup> Street (History Center on right)

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 Fax: (954) 765-4687**

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

GREATER FORT LAUDERDALE CONVENTION & VISITORS BUREAU  
101 NE Third Avenue, Suite 100, Fort Lauderdale, FL 33301 · Phone (954) 765-4466 · Fax (954) 765-4467

