

# FREE

May 12, 2016

Session I – 9:30 - 11:30am

Session II – 1:30 - 3:30pm

# CUSTOMER SERVICE TRAINING

## “More Than A Smile”

### Training Highlights:

- What is extraordinary customer service?
- Treating visitors like guests.
- How can we keep our guests coming back?
- Creating an environment where both employees and guests want to be.

### TRAINING INFORMATION:

**Date:** Thursday, May 12, 2016

**Time:** Session I – 9:30 - 11:30am  
Session II – 1:30 - 3:30pm

**Location:** The American Theatre  
125 East Mellen Street  
Hampton, VA 23663  
757-722-2787

**Directions & Parking:** Take Interstate 64 East to exit 268. Turn left on Mallory Street. Turn right onto Mellen Street. The American Theatre is on the left. A large parking lot can be found behind the theatre. Enter at the side entrance.

**SESSIONS I & II**  
CLICK HERE TO REGISTER

For the direct registration link, please go to  
<https://springcustomerservicetrainingseminar-5-12-16.eventbrite.com>  
Registration problem? Contact: Rita Bond at 757-826-3327



**LYNNE LOCHEN**

Lynne received her undergraduate and graduate education from Florida State University and has worked in the fields of hospitality and education for over 35 years. She is a former high school teacher and adjunct professor in tourism at Norfolk State University, and is listed in Who's Who Among America's Teachers. Lynne began her career in hospitality with the Colonial Williamsburg Foundation, and went on to serve as director of convention & visitor services for Norfolk, where she developed a customer service training program for front-line employees, including taxi drivers, bus drivers, and hotel and attraction workers. She later served as the tourism director for Portsmouth and then for Orange County before becoming a tourism development specialist for the Virginia Tourism Corporation, the state's official tourism agency. Now retired from that agency, she travels around the state speaking on customer service and tourism marketing. Lynne has conducted customer service training for numerous tourism entities, as well as for municipalities, government agencies, civic groups, businesses, and tourism conferences.

**SPONSORED BY:** Hampton Convention & Visitor Bureau, The American Theatre, Newport News Hospitality Association, Newport News Tourism Development Office and the Peninsula Council for Workforce Development