

# THE WORK WE MUST DO

A Lesson in Self-Awareness and Personal Interactions

MONDAY, MAY 22, 2017

Session I: 9:30 am – 11:00 am

Session II: 1:30 pm – 3:00 pm

Session III: 5:15 pm – 6:45 pm

## FREE CUSTOMER SERVICE TRAINING

Great customer service is vital to all of us in the hospitality industry. The very word “hospitality” implies that we are first and foremost chief customer service officers. But, before any of us can deliver on the promise of providing the ultimate customer experience, we first have to understand ourselves, question our own motives and be honest about our intent and our abilities.

### TRAINING HIGHLIGHTS

#### Part 1: Personal Acceptance and Accountability

- Naming Your Truth
- Pursuing the Experience
- Facing Your Fear
- Choosing a Positive Attitude

#### Part 2: Customer Engagement and Teamwork

- Learning to Listen
- Communicating Clearly and with Positive Language
- Practicing Patience
- Knowing Your Product
- Expressing Gratitude

**SESSION I**

**CLICK TO REGISTER**

**SESSION II**

**CLICK TO REGISTER**

**SESSION III**

**CLICK TO REGISTER**

For the direct registration link, please go to

Session 1: <https://www.eventbrite.com/e/spring-customer-service-training-2017-the-work-we-must-do-session-1-tickets-33405229942>

Session 2: <https://www.eventbrite.com/e/spring-customer-service-training-2017-the-work-we-must-do-session-2-tickets-33439951796>

Session 3: <https://www.eventbrite.com/e/spring-customer-service-training-2017-the-work-we-must-do-session-3-tickets-33440969841>

Registration problem? Contact: Rita Bond at 757-826-3327

### TRAINING INFORMATION

**Date:** Monday, May 22, 2017

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**Location:** Hampton Roads Convention Center

1610 Coliseum Drive, Hampton, VA 23666

**Cost:** FREE!



**Bobbie Walker, Walker Consulting, LLC**

*“Building strong foundations for successful teams”*

Bobbie Walker has conducted seminars on customer service, management, leadership and teambuilding for more than 15 years.

As Director of Education for Virginia Tourism Corporation she engaged thousands of people each year with the goal of improving employee and supervisor performance. Bobbie retired from state government in 2015 and now continues her work as a private consultant.

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