

Hospitality & Tourism Industry Essentials of Unmatched Guest Service

Every interaction with a guest is an opportunity to provide exceptional guest service.

Building strong relationships with guests and patrons through exceptional customer service and repeated positive interactions fosters customer loyalty. Join us for a unique workshop opportunity that focuses on the importance of exceptional guest service for retail and hospitality industry employees. As a result of attending this four hour workshop, participants create guest loyalty, understand guest expectations, identify and understand the service role in a 'Moment of Truth' and provide team member and organizational growth opportunities

Upcoming Workshops:

Thurs., **Oct. 17**, 2024, 11am-4pm, Pocono Campus, KAPP Hall, Room 107, \$95



BONUS - Become a PoconoKnows Ambassador!

Become a local expert with a thorough knowledge of what the Poconos has to offer. Build your resume and enhance your communication, tourism and hospitality skills, Contribute to the region's growth by supporting the Poconos economy and small businesses. Gain access to future networking opportunities with fellow ambassadors and industry professionals.



How to Attend:

Registration is required to attend. Please scan the qr code or visit northampton.edu/Lifelearn and enter course code HSPCS100 into the search box. Tuition is due at the time of registration. Customized, on-site training is available for this program.



Register today to secure your spot. For questions, please call 610-861-5068 or email lfinn@northampton.edu.