



Regional Destination and Customer Service Training

May 23, 2006, 8:00 AM—4:00PM, Holiday Inn, High Street, Ellsworth

Reward Your Best & Brightest... and your bottom-line!!!

Well-trained employees are better for your business. So, why pass up the most comprehensive and *most affordable* Hospitality Training program available in the Region?

Just \$20 (\$25 after May 12) buys a Full Day of Training and includes lunch and workshop materials.

What's In It for YOU!
More knowledgeable employees who are better able to do their jobs, who have a sense of pride in their work and who feel validated as a valuable member of your team.

To Register, Contact:

DOWNEAST & ACADIA REGIONAL TOURISM
BARBARA MAURER
1-888-665-3278
(ADVANCED REGISTRATION REQUIRED.)
SPACE IS LIMITED

FOR MORE INFORMATION ON THE PROGRAM, CONTACT:
TOURISM & HOSPITALITY INSTITUTE
1 Cumberland Place, Suite 300
Bangor, Maine 04402-1938
Phone: 1-800-91-MOOSE
Fax: 207-942-2146
E-mail: info@bangorcvb.org

Part 1 - Regional Destination Training

“What is there to do around here?”

Answering this question, is a service employee’s biggest challenge.

Designed to give answers to this question, the program will cover the DownEast & Acadia Region (Hancock and Washington Counties).

Events, attractions, and other highlights, are provided for key communities in the two counties.



Part 2 - Customer Service

“Bad Customer Service... You’re outta here!!”

Let your employees shine by giving them the tools to provide service that exceeds your customers’ expectations.



- The Training session will focus on:
- cycle of guest service
 - dealing with guest expectations
 - quality, value and cost drivers of guest satisfaction
 - communication and interaction with guests
 - the power of a smile
 - delivering service and managing the wait
 - service excellence

If time allows, participants will discuss case studies and resolve some real service dilemmas.

Full Day Training subsidized by DownEast & Acadia Regional Tourism (DART).

REGISTRATION FORM
REGIONAL DESTINATION
AND
CUSTOMER SERVICE TRAINING

May 23, 2006 Holiday Inn, High Street, Ellsworth

8:00 am - 4:00 pm

Registration fee before May 12, 2006 - \$20.00, after May 12, 2006 – \$25.00

Name: _____

Business Name: _____

Address: _____

City, State ZIP: _____

Tel.: _____ Fax: _____

Email: _____

(please include email, so you will receive notice of important changes or cancellation)

Please send registration form along with a check or money order made out to DART:

DART, P. O. Box 4, Cherryfield, ME 04622

Advance registration is required.

Space is limited so please sign up early!

Questions? Call 546-3600.