



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.