

## 2020 Training Schedule

**Trainer:**

Hospitality Excellence, Inc.

**Cost:**

FREE (no-shows will be billed \$99)  
ONLINE RSVP REQUIRED: [sunny.org/rsvp](http://sunny.org/rsvp)  
Walk-ins not allowed

**Course Description:**

This fast-paces interactive class is designed to help us reach our goal of providing an outstanding service experience for every visitor and resident in Broward County

**Audience:**

Open to any Broward County hospitality team member, manager, or owner

**Competencies:**

- Interpersonal Communication
- Teamwork
- Cultural Sensitivity
- Positive Attitude
- Communication

**Delivery:**

Interactive small and large group activities and discussions, TouchPoint video experience, customer scenarios, and role-playing exercises

**Learning Objectives:**

- Recognize and demonstrate the "5 Standards of Service Excellence"
- Effectively use communication techniques to influence customers and build rapport
- Apply the HEAL methodology for diffusing difficult situations and angry customers
- Gain insight on the many ways a positive attitude impacts customer/provider interactions

**Dates:**

- Wed, January 15<sup>th</sup> (1-4:30pm)\*
  - Wed, April 1<sup>st</sup> (1-4:30pm)\*
  - Wed, August 19<sup>th</sup> (1-4:30pm)\*
  - Wed, November 4<sup>th</sup> (1-4:30pm)\*
- \*Optional FREE Self-Guided Tour 11am - 12:30pm  
\*Registration: 12:30pm (light lunch provided)

**How Participants Will Benefit:**

- Knowledge of the guest experience "chain of events"
- Ability to make an ordinary customer experience extraordinary
- Improved communications between internal and external customers, employees, and customers

**Location:**

Museum of Discovery & Science  
Learning Center 1 & 2  
401 SW 2<sup>nd</sup> Street  
Fort Lauderdale, FL 33312  
[mods.org](http://mods.org)

**Directions:**

I-95 to Broward Blvd. East on Broward Blvd. to SW 5<sup>th</sup> Ave.  
FREE Parking with Parking Pass available upon final confirmation