



Service Best

NEWFOUNDLAND & LABRADOR



Service Best is a full-day workshop that assists learners to create memorable customer experiences, identify and respond to customer needs and turn dissatisfied customers into loyal fans.

Location: Plum Point Motel
Plum Point, NL

Haven Inn
St. Anthony, NL
Wed, May 15th 2019

Torrent River Inn
Hawkes Bay, NL
Thu, May 16th 2019

Date: Tues, May 14th 2019

9:00 am - 4:00 pm

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1. Use the techniques associated with *Service Best* service:

- Perception is all there is
- Everyone has a customer
- Total Product Concept
- Moments of Truth
- Proactive LEARN

2. Use the techniques associated with the skills for service recovery:

- Encouraging customer feedback
- Handling difficult situations
- Reactive LEARN

3. Use the techniques for developing and maintaining a *Service Best* attitude:

- Communication
- Identifying hot buttons

Supported by:



Tourism, Culture, Industry and Innovation

To register contact Andre Myers at the Viking Trail Tourism Association:

Phone: 709-861-2288

Email: amyers@vikingtrail.org

Or contact Allie at Hospitality NL:

Phone: 709-722-2000 x 234

Email: abourden@hnl.ca

Registration Fees: (Lunch is not provided)

HNL Member: \$62.50 + HST per person

Non-Member: \$125.00 + HST per person

Cancellation Policy: Cancellation within 48 hours of the workshop is not permitted. Company or individual will be responsible for the full amount.