

SPRING *Hospitality* TRAINING

FEATURING LAURIE GUEST

WHO SHOULD ATTEND: **ANYONE WORKING WITH CUSTOMERS**

TIME: **3:30 P.M., WEDNESDAY, MAY 8, 2019**

LOCATION: **DANA J. DYKHOUSE STADIUM - CLUB 71 ROOM, BROOKINGS, SD**

HEARTFELT HOSPITALITY

A FRESH APPROACH TO CUSTOMER SERVICE

What happens when a guest encounters your place of business? Every encounter makes an impression and holds the power to nurture your relationship or nix it – that is, to build your business or bruise it. Now, Laurie shares her insights on how to help improve your hospitality.

This fast-paced, interactive session is designed specifically for South Dakota and includes practical action steps that can be implemented immediately, regardless of your product or service.

ATTENDEES LEARN:

- 3 different encounter points and how to excel at each
- 8 taboo words and phrases to remove from your vocabulary and what to say instead
- High-impact opportunities to shine that the competition is most likely missing



MEET THE SPEAKER

Laurie is a certified speaking professional, a designation held by less than 12% of speakers worldwide. During a 20-year career in the health care field she became known as the “go-to source” for customer service training in her industry. Two decades ago, she formed her own professional training company dedicated to customer service and staff development. Laurie is a published author who speaks from a practical point of view and is known for her quick wit and slightly sarcastic sense of humor. She will make you laugh with a perfect blend of humor and content that matters to your career.

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