



RI HOSPITALITY ASSOCIATION
RI HOSPITALITY EDUCATION FOUNDATION

Voice of Rhode Island's Lodging, Restaurant and Tourism Industry

First Impressions: Exceptional Customer Service™

Tuesday, January 19, 2010

Providence netWORKri Center

1:00-3:00pm

Do you want to brush up on communication skills, conflict resolution, leadership, problem solving and teamwork?

This training program focuses on helping trainees to develop each of these areas in order to provide service at a level that is above and beyond what is expected by the customer.

The heart of this training session is based on communication with add-on components including appearance, hygiene, posture, handshakes and body language. Participants are taught that these non-verbal exchanges are where the majority of communication occurs.

Additionally, we'll cover tone of voice, choosing the right words, serving dissatisfied customers and the use of different communication styles in order to address conflict resolution.

Who Should Attend: This training is designed for any customer service based field and is open to all netWORKri customers.