

HOSPITALITY TRAINING

“A CUSTOMER SERVICE TRAINING PROGRAM”

The Tourism Development Council of the Rockport-Fulton Chamber of Commerce invites you and/or your employees to be a part of the Texas Friendly Hospitality Program. It is a program of the Texas A&M AgriLife Extension Service of Texas A&M University’s Department of Recreation, Park and Tourism Sciences. Course level instruction includes: six hospitality habits necessary for quality customer service. Other topics emphasized include business etiquette, phone courtesy, working with difficult people, handling complaints, cultural etiquette, and communication.

Two Training Sessions Offered below or schedule your own:

Training Session #1 - (Tuesday, Dec. 12)

Training Session #2 – (Thursday, March 6)



Are you interested in attending and/or sending your employees?

Yes, please sign me up. I understand I must pick a training session below.

Name: _____ Business: _____

Email: _____

Sign me up for a Training Session: Date: _____

Please contact me for number of people and logistics.

Training Sessions generally last from 9 a.m. to 11:30 a.m.

Are you interested in an Instructor coming to your business? Yes, please sign me up.

Name: _____ Business: _____

Email: _____

Please give several potential dates you would want the training:

1. Date: _____ 2. Date: _____

Pricing:

- The Training Sessions (includes breakfast) at the Chamber is \$10 per person for members; \$12 for non-members.
- To have an Instructor come to your business is \$15 per person for members; \$17 for non-members.

Chamber Academy – You will be able to participate in the point earning program as well as Del Mar College’s Continuing Education Certification Program.

OCT 1 2017  SEP 30 2018

*\$10 Members & \$12 Non-Members
*Tech Tuesdays are FREE of Charge
Register today On-line or In-Person*

www.Rockport-Fulton.org