

## **Hospitality Industry Employees Offered Free Customer Service Training**

*~ Morning and afternoon sessions available to accommodate shift workers ~*

**Newport News, VA, Oct. 20, 2016** – Free customer service training is being offered to hospitality industry employees on Monday, Nov. 14, at the Denbigh Community Center in Newport News. These seminars – offered twice a year – are designed to provide training to hospitality workers who come in contact with visitors to the region’s attractions, hotels, restaurants, retail establishments, etc.

To accommodate shift workers, two sessions will be offered – the first from 9:30 to 11:30 a.m. and the second from 1:30 to 3:30 p.m. The program, “*Building Exceptional Quality Service,*” will be presented by Jessica E. Emond, an Employee Education and Development Trainer with Optima EAP. Jessica holds a master’s degree in Occupational and Technical Studies with a concentration in Business and Industry Training and a Bachelor of Science degree in Human Services Counseling from Old Dominion University. She has more than 15 years of experience implementing training programs, designing materials, and facilitating meetings in the public and private sectors. She is also an MBTI Certified Practitioner of the Myers-Briggs Type Indicator® assessment and is knowledgeable in curriculum writing and web-based training. Jessica has been with Optima EAP since 2013 and has taught hundreds of training classes. She makes learning fun, relatable and, most importantly, effective. Topics of discussion include:

- The key components of delivering exceptional customer service
- The difference between serving the customer and serving the customer well
- Tips to improve interactions with internal and external customers

The program is free but registration is required. Participants may register online for either Session I or Session II by clicking [here](#), where it is possible to register up to 10 people at one time.

Denbigh Community Center is located at 15198 Warwick Blvd., Newport News, VA, 23608. The event is being sponsored by the Newport News Tourism Development Office, Newport News Hospitality Association, Peninsula Council for Workforce Development, and Hampton Convention and Visitor Bureau. For registration questions, call Rita Bond at 757-826-3327.

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### **Newport News Tourism Development Office**

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