

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

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

**Newport News, VA, May 2, 2017** – Free customer service training is being offered to hospitality industry employees on May 22, at the Hampton Roads Convention Center, 1610 Coliseum Drive in Hampton. The seminar is 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, three sessions will be offered – the first from 9:30 to 11 a.m.; the second from 1:30 to 3 p.m.; and the third from 5:15 to 6:45 p.m. The program, “*The Work We Must Do: A Lesson in Self-Awareness and Personal Interactions,*” will be presented by Bobbie Walker with Walker Consulting, LLC. Walker has conducted seminars on customer service, management, leadership, and teambuilding for more than 15 years. As the Director of Education for the Virginia Tourism Corporation, Walker trained thousands annually in an effort to improve employee and supervisor performance. She retired from state government in 2015 and now continues her work as a private consultant.

Training will be divided into two parts. Part 1 will focus on Personal Acceptance and Accountability. Part 2 covers Customer Engagement and Teamwork. Training highlights include:

- Naming Your Truth
- Pursuing the Experience
- Facing Your Fear
- Choosing a Positive Attitude
- Learning to Listen
- Communicating Clearly and with Positive Language
- Practicing Patience
- Knowing Your Product
- Expressing Gratitude

The program is free but registration is required. Participants may register online for [Session 1](#), [Session 2](#), or [Session 3](#). Up to 10 people can register at one time. For registration questions, call Rita Bond at 757-826-3327.

The event is being sponsored by the Newport News Tourism Development Office, Newport News Hospitality Association, Peninsula Council for Workforce Development, and the Hampton Convention and Visitor Bureau.

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