

Hospitality Industry Employees Offered FREE Customer Service Training in October

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

Newport News, VA, Sept. 17, 2018 – Free customer service training is being offered to hospitality industry employees on Oct. 11 at the Holiday Inn Newport News at City Center. 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, 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. Highlights of the program, “Delivering Exceptional Customer Service One Smile at a Time,” include:

- What is extraordinary customer service?
- Treating visitors like guests.
- How can we keep our guests coming back?
- Creating an environment where both employees and guests want to be.

The training will be presented by Lynne Lochen, who began her career in hospitality with the Colonial Williamsburg Foundation and then went on to serve as director of Convention & Visitor Services for Norfolk, where she developed a customer service training program for frontline employees. She later served as the Director of Tourism for both Portsmouth and for Orange County before retiring from the Virginia Tourism Corporation as a Tourism Development Specialist. Lochen now travels around the state, speaking on customer service and tourism marketing.

The Holiday Inn Newport News at City Center is located at 980 Omni Blvd., Newport News, VA, 23606. The event is being sponsored by Newport News Tourism, Newport News Hospitality Association, Peninsula Council for Workforce Development, and the Hampton Convention and Visitor Bureau.

The program is free but registration is required. Participants may register online by clicking [here](#). Up to 20 people can register at one time. For registration questions, call Rita Bond at 757-826-3327.

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