

# FORBES TRAVEL GUIDE HOSPITALITY TRAINING



MONDAY, OCTOBER 24<sup>TH</sup>

## LEADERSHIP

1:00 PM - 2:30PM

DESIGNED FOR MANAGERS & LEADERSHIP

This free interactive session will provide tools for leaders to guide their employees as to how to "capture golden nuggets" and how to exude pride while focusing on guest name usage as part of their daily interactions.

This is a 90-minute session followed by a 15-minute Q&A with your Forbes Travel Guide Executive Trainer.

[REGISTER](#)

## FRONT-LINE

3:30 PM - 4:30PM

DESIGNED FOR STAFF/FRONT-LINE LEVEL EMPLOYEES

This free interactive session will review the foundations of exceptional service while focusing on Accountability, Best Practices, Delivering Effective Pre-Shifts, and Developing a Service Culture.

This is a 60-minute session followed by a 15-minute Q&A with your Forbes Travel Guide Executive Trainer.

[REGISTER](#)

This webinar is available to all hospitality employees free of charge. Register today!