

FORBES TRAVEL GUIDE HOSPITALITY TRAINING

MONDAY, JANUARY 30TH

LEADERSHIP

1:00 PM - 2:30PM

DESIGNED FOR MANAGERS & LEADERSHIP

This free interactive session will focus on Emotional Engagement; Handling Guest Feedback, and Problem Resolution.

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 focus on Guest's Name Usage and Speaking Articulately.

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!