



Join us at the second annual TALES Hospitality Training – tools for an opening and welcoming neighborhood!

REGISTRATION FORM

May 22, 2018

Watkins Glen Harbor Hotel, Watkins Glen, NY

Name: _____ Badge Name: _____

Title: _____ Company: _____

Mailing Address: _____ City: _____ State: _____ Zip: _____

Telephone: _____ Email: _____

Dietary Restrictions/Allergies: _____

REGISTRATION FEE AND PAYMENT – DUE BY MAY 11, 2018

Chamber Members - \$75.00

Potential Chamber Members - \$100.00

Check: Make payable to Watkins Glen Area Chamber of Commerce

Credit Card:	<input type="checkbox"/> VISA	Credit Card Number: _____	
	<input type="checkbox"/> MASTERCARD	Exp. Date: _____	Security Code: _____ Zip Code: _____
	<input type="checkbox"/> AMERICAN EXPRESS	Signature: _____	Date: _____

8:30 – 9:00am	Registration & Continental Breakfast
9:00 – 9:05am	Welcome
9:05 – 9:35am	Keynote
9:40 – 10:30am	Session 1: Overview of Tourism Assets in Schuyler Count
10:35 – 11:25am	Session 2: Conducting Yourself in a Positive, Welcoming Light
11:30am – 12:20pm	Session 3: Frontline Employees: The BEST Representatives of Your Brand
12:30 – 1:15pm	Lunch Break
1:20 – 2:10pm	Session 4: Make That Sale: how to be a great salesperson
2:15 – 3:05pm	Session 5: What Happens When Things Go Wrong: identifying service recovery opportunities
3:10 – 4:00pm	Session 6: Make Your Customers Count: building customer loyalty and Disney's 7 Service Guidelines
4:05pm	Closing Remarks

RETURN FORM AND PAYMENT – REGISTRATION DEADLINE IS MAY 11, 2018

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 Watkins Glen, NY 14891

