

**** PRESS RELEASE ****

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**Your Town is Their Adventure!
Chamber to Host Hospitality Training in May**

Watkins Glen, NY – The Watkins Glen Area Chamber of Commerce is pleased to announce the TALES Hospitality Training, presented by the Chamber’s Tourism Taskforce.

Date: Tuesday, May 23, 2017
Time: 8:30am – 5:15pm
Location: Watkins Glen Harbor Hotel (16 N. Franklin Street, Watkins Glen)

TALES stands for Tourism and Leisure Exchange Summit and it is themed around the idea that our town is a visitor’s adventure! This all day summit will feature fun and informative seminars focused on the keys to providing great customer service. Attendees will leave with tools to provide an open and welcoming neighborhood for visitors. The cost to attend is \$75 per person for current chamber members and \$100 per person for potential chamber members.

Featuring keynote speaker Gavin Landry, Executive Director of Tourism at I Love New York, this training will bring together tourism and hospitality professionals from across the region to energize, educate, and explore the tents of customer service, hospitality, and tourism. Seminar topics include:

- The Basics of Great Customer Service
- How to Maximize Customer Experience
- Empower Yourself for Customer Interaction
- Reading Customers and Gauging Satisfaction
- Hospitality Is Hard Work! Stress Reduction and Keeping It All Together
- A Goal Without A Plan Is Just A Wish, Let’s Make It A Reality: A Plan for Self-Improvement

For information on the seminars, speakers, and to download a registration form, visit: www.watkinsglenchamber.com/tales-hospitality-training. Questions? Feel free to call 607-535-4300 or email cassie@watkinsglenchamber.com

The Watkins Glen Area Chamber of Commerce serves over 450 members from Schuyler County and the surrounding region. From business support to marketing help; business referrals to networking events; leadership development to volunteerism; educational opportunities to tourism promotion; the Watkins Glen Area Chamber of Commerce is dedicated to meeting the needs and exceeding the expectations of its members. To learn more about the Chamber, please visit: www.watkinsglenchamber.com.

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