

At Your Service is a nationally acclaimed program successfully implemented by leading companies of all sizes.

Clients include AmericInn International, Cragun's Resort and Hotel, Mall of America, Shooting Star Casino & Event Center, Greater Minneapolis Convention and Visitor Association, Northfield Area Chamber of Commerce, Sagawa Express, Ghana Tourist Board and the U.S. Department of State.



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Working with Multicultural Customers



*At Your Service**

Working with Multicultural Customers

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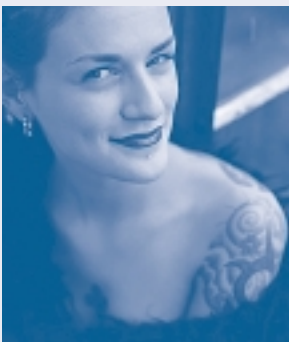


Customer Satisfaction = Customer Retention = Profits

TOURISM

At Your Service

Working with Multicultural Customers



At Your Service: Working with Multicultural Customers helps your staff understand customers and their needs so they can deliver great service that brings customers back!

This interactive workshop is fun, practical and research-based. It provides useful strategies to create and maintain a positive customer experience for all your customers!

- **Understand** how culture affects the service experience.
- **Learn** how to manage attitude.
- **Practice** skills to identify and respond to customer needs.
- **Create** a personal action plan to put these skills to work immediately.

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At Your Service: Working with Multicultural Customers is a complete curriculum. Packaged in an easy-to-use format, the curriculum helps you create your own training sessions. A one-time purchase allows you to use the materials for multiple trainings.

Comprehensive Program Curriculum includes:

- Fully scripted content for the instructor
- Masters to produce quality participant handouts
- Program planning information
- Supplemental resources
- Evaluation tool
- Powerpoint presentation
- **BONUS: Service Recovery** (curriculum, a 2 hour follow-up workshop)

Price: \$459

Free

Free full day of instructor training when you purchase program curriculum. Discover techniques to maximize the training experience for all learning styles, and gain valuable suggestions to enhance your workshop.

Instructor training sessions are held Spring and Fall on the St. Paul campus of the University of Minnesota.

Instructor training is designed for managers, business or departmental trainers, or community volunteers. Leave with the knowledge and tools you need to deliver the 1/2 day workshop!

The 1/2 day workshop is ideal for staff in any business or public service setting including retail shops, lodging facilities, restaurants, attractions, healthcare or government offices.

