

2 business education classes planned in Truckee

As part of its Chamber Education program, the North Lake Tahoe Chamber/CVB/Resort Association in partnership with the Truckee Donner Chamber of Commerce and the Sierra Human Resources Association is hosting “The Customer Connection” and “The Guest Service Experience” on May 23, 9am to noon and 1-4 p.m., respectively, at Cedar House Sport Hotel, 10918 Brockway Road in Truckee.

“The Customer Connection” is geared for public agencies, municipalities, education, health care, non-profit organizations and non-sales environments. This workshop will discuss the service chain and service culture, as well as how you influence the perception of your community. Emphasis will be placed on body language, non-verbal communication, phone etiquette, difficult customers and conflict resolution, how to craft your own personal mission statement and creating a plan for common customer issues.

“The Guest Service Experience” is designed for resort, hospitality, hotel and golf course staffs, as well as grocery, recreation, restaurant and retail establishment employees. This workshop will focus on “service is sales” in terms of up selling and cross selling, the art of suggested products and services and acting as everyone’s concierge. Emphasis will be placed on body language, non-verbal communication, phone etiquette, difficult customers and conflict resolution, how to craft your own personal mission statement and creating a plan for common customer issues.

Walk-in registration is \$59 for chamber and SHRA members and \$69 for nonmembers.

For more information and/or to register, contact Laura

Moriarty of SHRA at (530) 573.0224 or North Lake Tahoe Chamber
Manager Deanna Frumentti at (530) 581.8764.