

Workshop focuses on guest services

The Customer Connection is an interactive workshop put on by Lake Tahoe South Shore Chamber of Commerce and Tahoe Training Partners on June 20 from 8-11am at the Lake Tahoe Visitors Authority office (169 Highway 50, Stateline).

Laura Moriarty will go over the basics in customer and guest interaction touching on topics such as how you influence the perception of our community, difficult customers, non-verbal communication, phone etiquette, and why everyone's a concierge.

Hear from Brian Cohen, owner of Overland Meat & Seafood Company, as well as Gary Weigel, senior planner for the TRPA, about what it takes to deliver good service.

Advanced registration is \$29 for chamber members or members of the Sierra HR Association. Advanced registration for non-members is \$39. Walk in registration will be \$39 or \$49. Call (775) 588.1728 to reserve by phone.