

simple. confident. genuine. grounded.

406 Hospitality

A Tourism & Guest Service Training
Program Customized for Montana



Collectively, we are shaping tourism that is rewarding for Montana when we all customize a memorable guest experience, encourage guests to stay longer and spend more money in our communities, and invite guests to return.

Together let's build on our success with refined techniques to:

Engage Your Guests

Promote Your Community, Region & State

Mend Guest Concerns

Refresh Yourself & Your Organization

Leave with concrete ideas and skills to:

- Connect with guests more quickly
- Make life easier for your guest
- Be curious about your guests' interests
- Describe area attractions with flair
- Identify guest concerns & respond quickly
- Resolve challenges with sincerity and optimism
- Maintain your own endurance to prevent service fatigue
- Suggest service innovations for your organization

If a job's worth doing, it's worth doing well.

Training offered for the Lake County Business Community
Monday, May 21, 5:30 – 8:00 PM, Red Lion Inn, Polson
Tuesday, May 22, Noon – 2:30 PM, Ninepipes Lodge, Charlo
\$25.00 per person includes dinner in Polson/lunch in Charlo
Payment due when you reserve your seat – check or credit card
Space is limited – reserve your seat today



Instructor: Lisa Jones is the owner of LJ Communications and an adjunct faculty member with the FVCC Continuing Education Center. Lisa is a communications professional, offering over 15 years of experience in marketing communications, public/media relations, customer service training and strategic planning. Jones offers extensive knowledge, unique insight and consistent enthusiasm for both enhancing the customer service experience and supporting the service provider.

For more information or to register, call Liz at 406-676-5901
Sponsored by:

