
Customer Service Excellence Hospitality Training Workshop

★ Registration Form ★


Presented by the Roanoke Valley Convention & Visitors Bureau:

Learn best practices to better attract and retain your customers:

- Answer up to 99% of all visitor questions about the region
- Be better prepared to handle difficult visitors
- Make a lasting positive impression increasing repeat business

Workshop Includes:

- 3 hours of interactive training
- Invaluable visitor information resource handbook
- Complimentary VIP pass to area attractions
- Customer service excellence overview



Return this form by
Friday, August 21st
to reserve
your space!

Tuesday, August 25th from 9:00am - Noon
Fairfield Inn & Suites Roanoke North
7944 Plantation Rd, Roanoke VA 24019

Workshop Registration Fee: \$15.00 Roanoke Valley CVB partners
\$20.00 non-affiliated partners
\$10.00 students

Return this form and payment (non-refundable after August 21, 2015)

Participant Name _____

Business/Organization _____

Address _____

City/State/Zip _____

Phone (____) _____



Return form and payment to: Roanoke Valley Convention & Visitors Bureau,
Attn.– Visitor Information Center, 101 Shenandoah Ave, NE, Roanoke, VA 24016
For questions call Holly or Jane - (540) 342-6025 or
Email - frontdesk@visitroanokeva.com (Fax # - (540) 342-7119)