



Center for Professional Development

is excited to offer...

Hospitality 101

This is a customer service workshop for all new hires, returning frontline employees, and seasonal employees. Participants will develop an understanding of basic customer service skills, customer satisfaction, and loyalty. Listen to a tourism professional from Gulf Shores & Orange Beach Tourism and discover all that our 32-mile beach destination offers guests.

This workshop is provided as a stand-alone customer service training and is also the introductory course to Faulkner State's Five Star Southern Hospitality training.

Summer 2016

Two Training Dates to choose from

May 24 9:00 am—11:30 am

June 7 9:00 am—11:30 am

All training sessions will be located at
Faulkner State Community College
on the Gulf Shores Campus.



CONTACT US TODAY TO REGISTER!



For more information contact:

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Center for Professional Development
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<http://www.faulknerstate.edu/programs/cpd>