

A PROGRAM OF THE SBDC NETWORK

# Served.

## How the Art of Hospitality Enhances Long-Term Customer Relationships

A workshop designed exclusively for Restaurants, Bars, Winery Staff, Culinary Retailers and all Retail Businesses to stimulate service awareness, skills and energy in your staff - and educate on the many benefits of delivering high impact customer service.

**WHEN  
& WHERE:**

Friday, September 27

1:00 pm - 5:00 pm

1 Capitol Mall Ste. 700

Sacramento CA, 95814

**SIGN-UP:**

[nc.ecenterdirect.com/events/45594](http://nc.ecenterdirect.com/events/45594)



**metrochamber**

SACRAMENTO METROPOLITAN  
CHAMBER OF COMMERCE

**TOPICS:**

- Understanding Customer Emotions
- Interactive Behavior Shifts
- Tough Customers 101
- "Being Right" is a Booby Prize
- Saying "NO" Sounding like "YES"
- Creative Expectation Response
- Getting Great Reviews
- Customer Loyalty

**SPEAKER:**

Holly Stiel is world renown for her substance and style of teaching. Join in as she guides attendees on an adventure from hospitality worker to becoming a "Memory Maker".



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Reasonable accommodations for persons with disabilities will be made if requested at least two weeks in advance. Contact Kyla Bryant at 916.319.4268 or [SBDC@metrochamber.org](mailto:SBDC@metrochamber.org)

