

Hospitality & Tourism Industry Essentials of Unmatched Guest Service

Every interaction with a guest is an opportunity to provide exceptional guest service.

Building strong relationships with guests and patrons through exceptional customer service and repeated positive interactions fosters customer loyalty. Join us for a unique workshop opportunity that focuses on the importance of exceptional guest service for retail and hospitality industry employees. As a result of attending this four hour workshop, participants create guest loyalty, understand guest expectations, identify and understand the service role in a 'Moment of Truth' and provide team member and organizational growth opportunities.



BONUS - Access to Become a Lehigh Valley Ambassador!

A **Lehigh Valley Ambassador (LVA)** is someone who loves and cares about Lehigh Valley and how it's represented. LVAs are lifelong learners who make an effort to learn about our region, events, activities, and attractions in and around the Lehigh Valley.

LVA's become experts in showcasing our beautiful region to visitors and locals alike. This creates a ripple effect that bolsters the region's tourism efforts and fosters a sense of community pride. Through the Lehigh Valley Ambassador Program, you will get plugged into Discover Lehigh Valley's network and receive insider information on events, attractions, giveaways, new developments, and more.

How to Attend:

Fall 2025 dates are to be determined. To be notified when registration is open or to inquire about customized, on-site training, please call 610-861-5068 or email lfinn@northampton.edu.

Please scan the QR code or visit northampton.edu/Lifelearn, click on Course Catalogs and select Hospitality and Tourism, to view additional career training workshops.

