



SCEDP FREE HOSPITALITY TRAINING



We're unique in Stone County, and I know why... your employees will too once they have completed Stone County Economic Development's hospitality training program.

If you have employees who serve on the front lines of our community's hospitality industry, you employ people who play an important role in shaping visitors' views of Stone County. Their impression of your employees will be the impression of your business and Stone County that they take with them wherever they go.

Mississippi Gulf Coast Community College Perkinston has partnered with SCEDP to develop an exceptional program to provide all the tools your employees need to make a significant, positive impact on Stone County's tourism industry.

Join us in helping others see why we like to say, "Unique is Normal Here."

If you would like for your employees to participate in SCEDP's free hospitality training program, please download the survey and submit the completed form to SCEDP office at 419 S. Vardaman St., Wiggins, MS 39577 (fax: 601. 928.6469).

HOSPITALITY TRAINING CURRICULUM

Customer Service

- Customer Delight
- Expectations & First Impressions
- Internal and External Customers
- Customer Service Made Simple
- Good / Poor Customer Service
- Telephone Tips
- Netiquette

Attitude

- Simple Encounters
- Attitude Scale

Listening Skills

- Guidelines to Good Listening
- Obstacles to Good Listening

History

- City of Wiggins
- Stone County History

Location Facts

- Where to Dine
- Where to Shop
- Stone County Amenities
- Did You Know
- Events
- Attractions
- Industries in Stone County
- Lodging
- Clubs & Organizations

Resources and Suggested Reading



CUSTOMER SERVICE SURVEY



Name of Employer: _____

Contact name: _____

Phone number: _____

Total number of employees: _____

Number of employees to take the class: _____

PLEASE SELECT AS MANY CLASS TIMES AS DESIRED

DAYTIME: ____ 8:00 a.m. - 12:00 p.m. ____ 1:00 p.m. - 5:00 p.m.

EVENING: ____ 5:30 p.m. - 9:30 p.m.

PLEASE SELECT THE DAYS OF THE WEEK FOR CLASSES TO BE SCHEDULED. PLEASE NUMBER IN ORDER OF PREFERENCE.

Day Classes (1-5)

____ Monday ____ Tuesday ____ Wednesday ____ Thursday ____ Friday

Night Classes (1-3)

____ Monday ____ Tuesday ____ Thursday

Mail or fax to:

Stone County Economic Development Partnership

P.O. Box 569 • Wiggins • MS • 39577

601.928.6469 (fax)



Stone County Economic Development Partnership