

FRONT-LINE HOSPITALITY TRAINING

MAY 29, 2008 • OCEAN GATEWAY TERMINAL



Space is
LIMITED
please register by:
May 16, 2008

Last year the Convention & Visitors Bureau (CVB) successfully presented the "Front-Line Hospitality Training" program.

The CVB proudly promotes Greater Portland as a premier destination in order to increase tourism. We feel that by inspiring our front-line hospitality employees and volunteers to be knowledgeable on the Greater Portland region, as well as our neighboring regions, we can work together to ensure every visitor encounters a positive, memorable experience.

ATTEND THE FRONT-LINE TRAINING

Send your front-line staff to this invaluable free training. Daylong program will include:

- Informational tabletop displays
- Local and statewide presentations
- Lunch and city tour

At the conclusion of the event each front-line staff in attendance will receive an "Ambassador Pass" which provides complimentary admission to member attractions.

WHO ARE FRONT-LINE STAFF?

- Portland area Information Center volunteers & staff
- Information Center volunteers from surrounding regions:
 - South Coast
 - Mid-Coast
 - Lakes and Mountains
- State Information Center volunteers & staff
- Hotel front desk & concierge
- Restaurant wait staff, bartenders & hosts
- Attraction employees
- Retailers
- Museum & train docents

SCHEDULE OF EVENTS

9:30am - 10am	Attendee Registration
10am - 12n	Tourism Exhibits Open
12n - 12:45p	Lunch Provided
12:45p - 2:30p	Seminars
2:30p - 4p	City Tours



To Register:
www.visitportland.com/frontline.aspx

CONVENTION & VISITORS BUREAU OF GREATER PORTLAND

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