

Destination New Bedford Hospitality Training

Destination
New Bedford



The Destination New Bedford Hospitality Training is a FREE, interactive program designed to educate, train and support employees working in Greater New Bedford's hospitality related businesses

WEDNESDAY, MAY 24

9:45-11:30am

Buttonwood Park Zoo
425 Hawthorne Street, New Bedford

AGENDA

9:45a-10a Registration/Check-in

10a-10:30a Welcome

Buttonwood Park Zoo

- Master Plan
- Education
- Events
- Volunteer Opportunities

10:30a-11a Eat, Explore, Shop, Stay

*Dagny Ashley, Destination New Bedford,
Director of Tourism and Marketing*

- Major attractions, sites, tours
- Major feasts and festivals

11a-11:30a Customer Service 101

*Kerrie Burrer, Destination New Bedford,
Marketing Manager*

- Overview of Customer Service Skills
- Selling your city and cross promotion
- Providing superior customer service in the hospitality industry

WEDNESDAY, MAY 31

9:45-11:30am

Fort Taber Community Center
1000A S. Rodney French Boulevard

AGENDA

9:45a-10a Registration/Check-in

10a-10:30a Eat, Explore, Shop, Stay

*Dagny Ashley, Destination New Bedford,
Director of Tourism & Marketing*

- Major attractions, sites, tours
- Major feasts and festivals

10:30a-11:30a Serving Diverse Clients; A conversation on best practices for engaging with clients from around the world

*Dolores Hirschmann, ACC, CPCC;
Founder, CEO, Masters in Clarity*

- What are best practices of interaction and conversation?
- What do we need to know about our area?
- Who are we naturally, how do we naturally interact with the people in our world?
- 10 Daily Habits for working at our best

11:30a Fort Taber Military Museum presentation

WEDNESDAY, JUNE 7

9:45-11:30am

National Park Visitor Center, Corson Building
33 William Street, New Bedford

AGENDA

9:45a-10a Registration/Check-in

10a-10:30a Welcome

New Bedford Whaling National Historical Park

*Emily Prigot, Park Ranger/Volunteer
Coordinator*

- History of New Bedford
- Underground Railroad
- New Bedford Whaling National Historical Park

10:30a-11a Eat, Explore, Shop, Stay

*Dagny Ashley, Destination New Bedford,
Director of Tourism & Marketing*

- Major attractions, sites, tours
- Major feasts and festivals

11a-11:30a Difficult People: Oh My!

*James E. Daniels, Ed.D
Dean of the New Bedford Campus,
Bristol Community College*

- People and their Agendas
- You and your Agenda
- Negotiations and Resolution

Please reserve your space by Friday, May 19, 2017.

If you have any questions please contact Kerrie Burrer, Assistant Project Manager of Tourism & Marketing – Destination New Bedford kerrie.burrer@newbedford-ma.gov