



GUESTS FIRST

Customer Service Training Program

Bridging Generations II

Coming June 2017

To better facilitate complete learning on the vast topic of generational differences, we are in the process of converting our Bridging Generations class into a two part series.

Bridging Generations I focuses on the importance of improving our relationships with those from different generations and explores the factors that influence each generation.

Bridging Generations II will be a workshop. More interactive than our other GF modules, we will work our way through some of the points of conflict that we experience and provide tools that can be transferred back to the workplace.

*Part I must be completed before Part II.

PLEASE NOTE: *Bridging Generations is not a requirement to take the Certified Guest Service Professional Examination. The two part series is an optional additional training.*

We appreciate your patience in awaiting this much anticipated addition!

-Your Guests First Team