

Is Common Sense Missing in Your Hospitality Business?



Everyday responsibilities can spin out of control. If we don't step back and look at what we are doing and WHY, we may lose sight of common sense business and life practices! Interestingly, the key to success is often not rocket science, but rather is found in learning and practicing simple habits...habits that can propel us yards ahead of the competition!

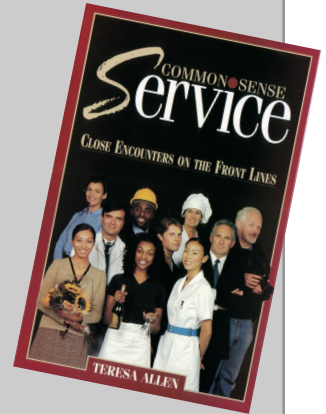
Professional speaker, author, and business consultant Teresa Allen will motivate your staff while giving them the common sense concrete skills they need to survive and thrive in an uncommon world of change. Her dynamic, fun style of presenting and teaching will open the eyes of even those who think they have heard it all!

Winning Guests Through Common Sense Service

Teresa's signature message shares the title of her book that has sold thousands of copies. Through stories and memorable exercises, Teresa will demonstrate the impact of every single encounter with a guest or tourist to your property or destination! Make your program even more special for attendees with an autographed take home copy for each participant. Up to 100 copies are included in your program fee!

This program can be presented in keynote format or can be scheduled for an interactive training of several hours. Hospitality industry service expert Teresa Allen will customize the program for your group and their particular hospitality industry environment and challenges. If you wish to schedule a training program, select from the following topic areas for a program customized to your needs:

- Greeting and Meeting for Memorable Encounters
- Giving Directions: More than just Left and Right!
- Beyond the Information Requested: Cross-Selling Your Destination
- Dealing with Difficult Circumstances and Visitors
- Working with Varied Personalities: Catering to the Individual
- From Telephone to Tourist: Extending an Invitation that Sells Your Destination
- Hospitality Conversion: Extending the Stay!



See what hospitality clients are saying...

Teresa Allen has the energy and enthusiasm and years of experience and really knows how to speak to her audience and get them involved and truly learning. She knows the qualities that are necessary to succeed in the hospitality industry and is able to relate those to her audience, from general manager to front line employee.

I can't say enough about Teresa's hospitality industry training and keynote. Our local tourism/attractions employees loved Teresa and we were thrilled at the level of customization provided by her in working on our program. Don't wait—this WILL bring results to your tourism success!

Teresa delivered what I wanted and more. We received numerous comments on how good the keynote speaker was. She tailored the presentation minutes before going on stage based on information she had gathered on site. She engaged the audience, made them laugh and more importantly, gave them something to think about when engaging with their clients.

Teresa totally customized this program for our destination! Participants loved the high level of interaction and fun learning experience!

CALL TODAY TO SCHEDULE A PROGRAM FOR YOUR HOSPITALITY GROUP: 850-460-7105



**Contact us today for information on these programs and MORE!
We look forward to customizing a keynote or training that will bring results for your business or association!
tallen@AllenSpeaks.com * 850-460-7105 * www.AllenSpeaks.com**