

# “WOW” Ambassadors Program



Creating a “WOW” Experience

Workshops Centered on  
Customer Service

## Workshop Highlights:

- The Benefits of Positive Thinking
- Creating a Lasting Impression
- “Moments of Truth”
- Focus on the Customer
- Customer Complaints – Service Recovery
- The Magic of TEAM
- Order Taking or Service Provider
- Customer Expectations

## Workshop Information:

The workshops are scheduled the first and third Tuesdays of the following months. However, the first session is scheduled for April 14.

### Positive Thinking

Tuesday, April 14 - Doubletree Hotel  
Tuesday, April 21 - Hilton Birmingham  
8:30 a.m. – 12:30 p.m.

### Customer Relationship

Tuesday, May 5 – McWane Science Center  
Tuesday, May 19 – Birmingham Botanical Gardens  
8:30 a.m. – 12:30 p.m.

### TEAM

Tuesday, June 2 – Rime Garden Inn  
Tuesday, June 16 – Doubletree Hotel  
8:30 a.m. – 12:30 p.m.

### Positive Thinking

Tuesday, Sept. 1 – Doubletree Hotel  
Tuesday, Sept. 15 – Trussville Civic Center  
8:30 a.m. – 12:30 p.m.

### Customer Relationship

Tuesday, Oct. 6 – Birmingham Civil Rights Institute  
Tuesday, Oct. 20 – Gardendale Civic Center  
8:30 a.m. – 12:30 p.m.

### TEAM

Tuesday, Nov. 3 – Wynfrey Hotel  
Tuesday, Nov. 17 – Doubletree Hotel  
8:30 a.m. – 12:30 p.m.