

I LOVE MY CLIENT...

...they just have this one annoying habit!

Presented by LYNNE WELLISH, CMP CHSE CHO

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Hospitality Sales Managers, you have taken the time to build a relationship, did the homework and gave a site inspection to sell. You responded correctly to the RFP and on time. Why do you feel like you are in a black hole? Phone calls, e-mails and maybe even snail mail, all go answered?

I love my client; they just have this one annoying habit! Thoughts and reflections from a supplier's vantage point.

Let us collaborate and learn together from each other. Please bring your top pet peeves and challenges in working with meeting planners. Together as a group, instructor and participants will come up with a variety of solutions to ease your stress and anxiety while solving the challenges.

LEARNING OUTCOMES

After participating, you will be able to:

- ◆ Learn tips, tools, and best practices from you peers.
- ◆ Ask the right business questions
- ◆ Share your knowledge to become an industry expert
- ◆ Create a personal toolbox for you to source any time you need one great idea.
- ◆ Increased productivity and performance.
- ◆ Improved supplier and planner relationships.

MEET LYNNE



Lynne's true passion is mentoring, training, and coaching people in the Hospitality & Event Industry. As a seasoned industry professional, she understands the dynamics and challenges of hospitality management. Her presentation style is highly interactive and energetic, providing educational instruction that is useful, fun and engaging.

Lynne holds a degree in Hospitality Management from the University of Nevada, Las Vegas and certifications as Certified Meeting Professional, Certified Hospitality Sales Executive and Certified Hotel Owner. She has 30+ years in the hospitality industry, and is a faculty member of the HRM (Hotel & Resort Management) Program at Scottsdale Community College.

LYNNE@LYNNEWELLISH.COM | WWW.LYNNEWELLISH.COM | (602) 628-7026