

# “a ha!” University

Inspiring **a**mazing **h**ospitality **a**ttitudes



During these tough economic times, successful organizations still all have one common central focus: **CUSTOMERS!**

Studies show it costs 6 to 10 times more to obtain a new customer than it does to keep a current one. Are your employees trained and motivated to keep your customers?

Customer retention is all about customer service AND customer service is all about employee morale, motivation and training. “a ha!” University assists you with both!

“a ha!” University is the ultimate online customer service training program! Your employees will be motivated and inspired to deliver service excellence and display an **A**mazing **H**ospitality **A**ttitude.

## Training Sessions Include

- ★ The “a ha! Experience
- ★ Catch the Spirit of Service
- ★ Image- YOU are the Company
- ★ Customer Magic
- ★ Attitude - The Difference Maker
- ★ Fall Up!
- ★ Wear your “a ha!” On stage
- ★ The Choice is Yours

## TO LEARN MORE

[www.americanhospitalityacademy.com](http://www.americanhospitalityacademy.com)

Click on Corporate Training and register for a complimentary training session and experience “a ha” University online!



American Hospitality Academy  
118 Executive Center  
Hilton Head Island, SC, USA  
Tel: 1-843-785-7566

[www.americanhospitalityacademy.com](http://www.americanhospitalityacademy.com)