

# HOW TO BECOME A LEAGUE OF YOUR OWN

Guest Experience Workshop



## CREATE "WOW" GUEST EXPERIENCES TO MULTIPLY YOUR REPEAT & REFERRAL BUSINESS

The best businesses in any industry aren't preoccupied with becoming number one in a league that everyone else is in. Instead, they focus on becoming so good at what they do, that they create for themselves an entirely different league where they're the only players. Through compelling data which demonstrates that getting the "WOW" from guests is worth it, this two day seminar with Dave outlines steps for how everyone in an organization - from top to bottom - can do more to positively impact the guest experience. Topics include:

- Instilling a Team Mindset in All Business Aspects to Create "WOW" Experiences for Guests
- Building a Culture that Supports "WOW" Guest Experiences
- Enhancing Team Member Experiences so They're Enabled to Deliver Outstanding Guest Experiences
- Collaborative Phraseology for Disarming Difficult Guests
- Creating "WOW" Experiential Standards for All Aspects of the Guest Experience
- The Strategy that Statistically Allows You to Earn Twice the Repeat Business and 3x the Referrals
- How to Evaluate and Improve Each Touch Point that Influences Guest Experiences

Workshop includes course workbook and breakout sessions for preparing action plans to put in place upon returning to your organization.

**CLASS SIZE LIMITED FOR AN INCREASED INTIMATE, IMPACTFUL & INTERACTIVE EXPERIENCE. RESERVE YOUR SEATS TODAY.**

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## INVESTMENT

\$1600 per person. Includes two-day workshop, workshop materials, breakfast, and lunch each day. Does not include transportation or lodging.

## VENUE

The LearnToLead Elite Center - Located in Agoura Hills, California, 35 miles North of Los Angeles International Airport, and 15 miles from Malibu beach.

## REGISTRATION

Reserve your seats today through our Events page at [www.LearnToLead.com](http://www.LearnToLead.com) or by contacting us at: 818-735-9503 or [Ryan@learntolead.com](mailto:Ryan@learntolead.com).

## ABOUT DAVE

Dave is a renowned entrepreneur, international speaker, and author on personal and corporate performance improvement. The author of 15 books, most recently *Intentional Mindset*, he speaks 100+ times a year, and his Game Changer Life Podcast is listened to in over 154 countries.

