

# Hospitality Training Day Agenda

Date: [Insert Date]

Location: [Insert Location]

## Agenda Outline

1. **8:00 AM - 8:30 AM:** Registration and Welcome Coffee
2. **8:30 AM - 9:00 AM:** Opening Remarks
3. **9:00 AM - 10:30 AM:** Session 1 - Customer Service Excellence
4. **10:30 AM - 10:45 AM:** Break
5. **10:45 AM - 12:15 PM:** Session 2 - Effective Communication Skills
6. **12:15 PM - 1:00 PM:** Lunch
7. **1:00 PM - 2:30 PM:** Session 3 - Handling Difficult Situations
8. **2:30 PM - 2:45 PM:** Break
9. **2:45 PM - 4:00 PM:** Session 4 - Team Building Activities
10. **4:00 PM - 4:30 PM:** Closing Remarks and Q&A
11. **4:30 PM:** Networking and Departure

Please come prepared with notepad and pen for taking notes. We look forward to seeing you!