

Lost and Found in Montana

A statewide customer service training program with a focus on the Montana tourism industry.

Create a unique experience for all generations of visitors.

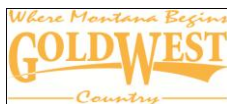
Visitors are drawn to Montana for the experiences they know they'll find, but they may need help in locating them. They are searching for personal connections with the people they meet, the places they go and the things they do. All of us who meet and serve Montana's visitors can help them find what they're searching for, and not get lost along the way. Learn how with *Lost and Found in Montana*.



After this training experience, you will be able to:

- Explain your connection to **Montana tourism**
- Understand **geo-travelers** and our role in their visitor experience
- Describe the **uniqueness of Montana communities**
- Understand the different **generations at work**
- Know where to access a wealth of **traveler information**
- Handle visitor and **customer service challenges** with confidence

Deer Lodge, Montana



Date & Time:

Monday, May 16 • 1:00 pm to 4:00 pm

Location: PEN Convention Center

925 Main Street, Deer Lodge

Seating is limited, for reservations please

call: David Williams 406.846.2094

Or email: chamber@bresnan.net

Free of charge in your community!

This session is hosted by the
Powell County Chamber of Commerce

**You
Are
Here**

- **Highly interactive** 3-hours of information sharing, discussion and activities
- Glacier or Yellowstone National Park **Geotourism map guide scavenger hunt**
- A focus on what is unique in your community and **resources** to find out what's going on in your region
- **Specific tips** to direct visitors to special sites, locations and experiences in your community
- **Scenarios** designed to prepare for a variety of customer interactions

