

Enhancing the Fan Experience: Making your Tickets Worth more than the Price of Admission

A webinar presented by
Ruby Newell-Legner, CSP

Thanks for watching the Webinar! Complete the following questions and fax this form to 303.904.2966 and we will send you the \$400 off Discount Code mentioned in the webinar.

Name _____

Title _____

Organization _____

City _____ State _____ Country _____

Phone _____

E-mail _____

Tell us about your experience with Ruby's training programs

Check all that apply

- This will be my first session with Ruby
- I have seen Ruby present at conferences before
- I am a member of an association that helped promote this session
- Ruby has presented training for our group
- Someone recommended I watch this webinar

We share our Customer Service vision the following ways:

- We include Customer Service in our Mission, Vision & Values
- We share our Customer Service goals with each job applicant
- We include questions on Customer Service in job interviews
- We role model Customer Service in every step of the employment process

We could use the Cycles of Service™ in the following areas:

Check all that apply

- Hiring Process
- New Hire Orientation and Department Training
- Performance Coaching, Appraisals and Evaluations
- Considerations for Promotions
- Planning and the Goal Setting Process

Ruby Newell-Legner, Certified Speaking Professional

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Name _____

We utilize the following methods in our organization's hiring practice:

Check all that apply

- We hire more on personality than skill set**
- We promote from within whenever possible**
- We have a referral program that rewards current employees who recommend job candidates**
- Pre-employment videos show our work culture to potential candidates before they apply with us**
- We contact references on each employee before they are hired**

Our staff training program includes the following elements:

Check all that apply

- Icebreakers to help the staff get to know each other**
- Activities and tools to reinforce the skill development**
- Role playing to let them practice their new skills**
- The same presenters every year who aren't very good speakers**
- Brainstorming and discussion to keep them involved**

To promote a more positive guest experience I would like information on:

Check all that apply

- GuestAssist Stadiums**
- Service Solutions Mystery Shopping**
- Customized Webinars for training our staff**
- Assistance outlining our Cycles of Service™ & Standards**
- Guidance revamping our new hire orientation process**

Ruby offers a variety of services. Please check those you are most interested in at this time:

- Leadership and Management Training**
- Consulting Services to improve Onboarding, CRM, Talent Management**
- Secret Shopping**
- Frontline and Event Staff Training**
- Contracted Partner Training (Food Service, Security, etc.)**

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How interested are you in having Ruby provide services for your organization?

- I'm very interested – please contact me immediately
- I'm interested but need to learn more
- I like the services but think we are set for now
- We do our training in house
- I am not interested in Ruby's Services at this time

If another organization is providing customized training for your organization, please provide their company name.

What other topics would you like to see covered in this webinar format

- A full program on Ruby's Cycles of Service™ Concept
- A session for trainers to learn how to be better trainers
- Talent Management – how to Hire, Reward, Motivate and Train the best people
- Succession Planning – how to develop tomorrow's leaders today
- Customer Service 101

Ruby can help us succeed by ...fill in the blank

What specific words would you type into a search engine to find the type of services Ruby offers?

Any final comments?

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