

The Hill Group's

Event Staff Training Workshop

To Ensure That Every Interaction Is Positive

If your event staff interacts with attendees and provides them with the primary level of guest assistance, then they'll benefit from this amazing workshop.

This workshop is perfect for:

- Exhibit Staffs
- Greeters
- Room Monitors
- Conference Monitors
- Information Booth Attendants
- Ticket Takers
- Ushers
- Security

- Cross-selling other events
- Managing a hands-on area
- Conference rooms and demo suites
- The basics of professional behavior

Make every contact with an attendee to your event positive by having us train your people. Here's what's covered in our workshop:

- How a staff can affect an event's success
- Greeting and engaging attendees
- Finding out what the attendee wants or needs
- Handling difficult attendees
- Working with more than one attendee at a time
- Politely dismissing attendees
- Communicating messages conversationally
- Working with partners
- Handling VIPs
- Roles and Responsibilities
- How to prepare for the event

The Hill Group Trainers

Our trainers are world-class presenters. They each know how to use their 15+ years of event experience and combine it with their own high-energy, engaging, and fun delivery styles to make sure your people get the most out of the training.

Event Staff Training Workshop Methodology

Here are some highlights of this workshop:

- We take the time, and make the effort, to understand your event's objectives, audience, and challenges.
- We use audience volunteers to help illustrate our key points
- We use funny, provocative visual aids and props to facilitate retention
- We convey our passion for face-to-face events through our animated, participatory delivery styles.

During-the-Event Coaching

For the first two days of the event, we work with your staff one-on-one during the event, to help them master their new skills. We'll not only help them with their interpersonal and communication skills but we'll also be morale officers, the police, whatever it takes to make the event successful.

The Hill Group, Seriously Fun Training
1127 Bentoak Court • San Jose • CA • 95129
408.257.7828 • www.hillaroup.com

