



**CALLING ALL
HUMAN RESOURCE PROFESSIONALS
AND BUSINESS LEADERS!**

**Join us for our PBC SHRM and Lynn University Breakfast Meeting Series!
Sponsored by Atlantic Screening
Spaces will fill up, Register now at www.pbshrm.org**

Date: Friday, November 4, 2022
Doors open at 7:30am
Presentation beginning at 8:30am-9:30am

Location: Elaine's at Christine E. Lynn University Center, Lynn University
3601 N. Military Trail, Boca Raton, FL 33431

Speaker: Dr. Karima Lanfranco

Dr. Lanfranco holds a PhD in Hospitality from University of Central Florida, as well as a Master degree in Business Administration (MBA) and a Master of Science in Hospitality Management from University of Nevada Las Vegas, and a Bachelor of Business Administration from the University of Miami. Prior to her academic appointment at Lynn University, she worked in hotels for more than ten years, with companies like Hyatt, Hilton, and Four Seasons. Her operational experience and research focus is in luxury service, lodging operations, and service failures and recovery in hotels.

Title: Five-Star Employee Service

Description: Using Hospitality Service Training Tactics to Treat Your Team Members as Your Most Valuable Customers

Session will provide an overview of various service training strategies used in the hospitality industry, which are typically geared towards customers/clients/guests, and flipping them to provide best practices on how to better engage, motivate, and reward your employees.

Member registration rate \$30.00
Non-Member registration rate \$35.00

