

09/13/07

Lodging Partner's,

This is some information we wanted to forward on to you.

The Springfield Hotel Motel Association is very excited to announce that we have teamed up with the American Hotel & Lodging Association and American Express to bring the **G.R.E.A.T Training to Springfield!** G.R.E.A.T. (Guest Room Exceptional Attendant Training) is a seminar specifically geared at helping your housekeeping management and staff understand the principles of providing superior service. The training will cover a multitude of skills that your guestroom attendants and supervisors may utilize to ensure that your guests have a clean, safe and comfortable stay at your property.

This amazing seminar is endorsed by AMEX and has a proven track record of success. Several hotels are currently using this training as part of their orientation when new employees are hired. The seminar is specifically designed to train your staff how to efficiently clean your guestrooms to a level of superiority. It will also cover technical and performance skills as well as general knowledge that your team members must demonstrate to qualify for recognition from the Educational Institute's prestigious certification program.

We would like to invite your hotel/motel to participate in this exciting seminar as it makes its debut in Springfield. Even if you are not a SHMA member, you can share in the benefits of this amazing training seminar.

Enclosed is our registration form for the G.R.E.A.T. Seminar. Please complete and return to us by October 1st. We hope that you will take advantage of this opportunity. We have also enclosed an application for the Springfield Hotel Motel Association, just in case you have thought of joining, join now and save!

Sincerely,

Missy Handyside
SHMA President



Presents the

G.R.E.A.T. Guest Room Exceptional Attendant Training
Tuesday, October 9, 2007; 8:30 am ~ 4:30 pm
At the Oasis Conference Center
Continental Breakfast & Lunch are included, along with the course handouts

“G.R.E.A.T.” is a seminar for the housekeeping professional designed to help participants understand the principles of providing superior service. This seminar covers an array of skills that the guestroom attendant and housekeeping supervisor may utilize in creating that clean, comfortable, safe and friendly environment for the guest; ultimately, making their property more competitive and improving their own professionalism and advancement potential.

In addition, technical and performance skills are covered, as well as general knowledge that participants must demonstrate to qualify for recognition from the Educational Institute’s prestigious certification program.

REGISTRATION FORM

Property:

Address: _____

City/State/Zip: _____

Phone: _____

Email: _____

Name(s) of participant(s): *(List additional participants on a separate sheet)*

Name & Title

Name & Title

Name & Title

SHMA and/or AH&LA Members

of persons _____=\$_____

\$30 per person X

SHMA and/or AH&LA Nonmembers

of persons _____=\$_____

\$40 per person X

I am not a member, but would like to be! I am signing up as a member and will pay membership dues prior to the seminar.

My property has _____ number of rooms.

Enclosed \$ _____

Submit check made payable to SHMA

Total Amount

MUST R.S.V.P. by OCTOBER 1, 2007

Signature:

Fax your registration form to (417) 881-2397 or mail with payment to:
Springfield Hotel Motel Association: P.O. Box 4632, Springfield, MO. 65808-4632
Questions ? Call Greg Walker at (417) 890-6060

<p>NOT A SHMA OR AH&LA MEMBER? SAVE \$10 PER PERSON BY JOINING!</p>
--