



# MILES OF SMILES

## CUSTOMER SERVICE TRAINING FOR HOSPITALITY EMPLOYEES

### About the Training:

This workshop equips managers and their employees with the tools they need to deliver a consistent and exceptional customer experience at every stage of a visit to Ocean City. By setting clear standards, being approachable, serving with kindness and compassion, and striving for outstanding service, we can set Ocean City apart from other destinations. Join us in creating **Miles of Smiles** for every guest!

### To Register:



Scan to RSVP  
OR

email: [Kaylee@OCVisitor.com](mailto:Kaylee@OCVisitor.com) / call:  
(410) 289-6733

Featuring

**JOHN KENNEDY**

*Speaker, Strategist & Author*



**Tuesday, June 3, 2025**



**Choose from 2 sessions**

**10am - 12pm OR 6pm - 8pm**



**Holiday Inn - 67<sup>th</sup> St.**



**FREE**



**Refreshments Provided**

**REGISTRATION  
REQUIRED**



HOOD • HOTEL • RESTAURANT • ASSOCIATION • INC.



Ocean City, Maryland  
Chamber of Commerce



UNIVERSITY OF MARYLAND  
EASTERN SHORE