



GHRA
Guam Hotel and
Restaurant
Association

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GHRA is an equal
 opportunity provider and
 employer. Complaints of
 discrimination should be
 sent to: USDA, Director,
 Office of Civil Rights,
 Washington, D.C. 20250-
 9410, or call (202) 720-
 5964 (Voice and TDD).

The GHRA's Human Resources & Education Committee presents
**"Korean Customer Service
 And Etiquette Training"**

April 23-24, 2016
 Saturday-Sunday
 8:00am-12:00noon
 (4 Hours)

Lynsey J. Lee, MA

Minimum of
 20 students
 for this course

Location:
 TBA

This course will be most useful for Front Desk, Guest Relations, Food & Beverage staff

The training offers a valuable opportunity for participants to increase their knowledge in understanding Korean culture and to gain confidence and competency in servicing Korean guests. The training provides necessary information to meet the research-driven course objectives. The training emphasizes understanding cultural aspects and acquiring practical skills that are applicable to the career fields of the participants. The skills include: oral communication, use of numbers, information technology, analyzing, and solving problems. This training is appropriate for any individuals associated with Korean customer service.

■ **Day 1 course - "Introductory to Korean Language and Culture" \$50 per student**

- Cultural awareness: Participants will gain confidence and competency in servicing Korean customers with cultural awareness by understanding their gestures, values, habits, and customs.
- Oral communication: Participants will learn basic phrases to greet Korean customers in a hotel or a restaurant setting.
- Information Technology: Participants will familiarize themselves to a few popular Korean cellular phones in a Korean language setting to better assist customers.
- Solving Problem Skills: Participants will learn to address common complaints with an appropriate, culturally-accepted approach.

■ **Day 2 course - "Korean Verbal and Non-Verbal Communications" \$50 per student**

- Vocabulary: Participants will learn essential career-related vocabulary words.
- Use of Numbers: Participants will memorize necessary vocabulary words to count items and money in US dollars and Korean Won.
- Nonverbal Communication: Participants will understand non-verbal behaviors involved in conversations such as the custom of bowing, the rules of eye contact, a degree of "friendliness," and facial expressions.
- Communication: Participants will learn and speak useful expressions to greet and assist the customers.

Deadline to register is **no later than the close of business day, Thursday, Apr 14th**. Please return this registration form to GHRA via **Fax 649-8565**. Please make checks payable to **GHRA**. The seminar fee is not refundable: we require a **48hour cancellation notice in writing**. Should you have any questions, please contact GHRA at **649-1447** or Email: **Jessica@ghra.org**

PLEASE
 SELECT
 ONE:

\$0.00 - FREE - IF YOUR COMPANY QUALIFIES UNDER THE USDA RBEG GRANT PROGRAM* (See below)

GHRA Member: DAY 1 \$50/student if paid by Apr 19th \$70/student if paid after Apr 19th

(separate fee) **DAY 2** \$50/student if paid by Apr 19th \$70/student if paid after Apr 19th

CERTIFICATES WILL BE ISSUED. PLEASE PRINT OR TYPE NAME CLEARLY AND CORRECTLY BELOW.

1) _____ 2) _____

Company Name: _____ **Contact Person:** _____

Tel: _____ **Fax:** _____ **Email:** _____

*GHRA is awarded USDA Rural Business Enterprise Grant of \$50,000 for training and education programs. According to USDA RD Instruction 1942-G, any company that has less than one million dollars (\$1M) in annual revenue and less than fifty (50) employees shall be afforded the opportunity to attend this seminar at minimum to no cost, subject to availability.