



Retail Training Program

- Upcoming sessions planned
 - **Front Line Staff** - World Class Customer Service in Wine Country
 - New Staff – end of April for early hires and repeat at end of May
 - Existing Staff – mid June for Skill building
 - Working the Crowd and Building Lasting Relationships (NEW)
 - **Leadership/Management Training** – World Class Customer Service Leadership
 - Leadership
 - Breakthrough Performance Management
 - How to Motivate your Team
 - Hiring, On-boarding and Engaging New Employees (NEW)
 - Raising the Bar, and Dealing with Difficult Situations (NEW)
- Look for Course Catalogue and Schedule early next week!