

Down Economy? Reduced Visits?
Decreased Spending?

INVEST

in Promising Employees to
Improve Customer Service
Reduce Employee Turnover
& Boost Revenue

**TARGETED to the Indian Gaming
& Indian Resort Community**



NIGA Certified
Hospitality Professional

trainings in cooperation with

Nationally Recognized and Jointly Certified

JULY 13-14, 2009



**American
Hotel & Lodging
Association**

**Register Early
to get Study
Materials well in
advance**



**10200 Quil Ceda Blvd. - Tulalip, WA 98271
(866) 716-7162**

**BOOK BEFORE MIDNIGHT, MAY 31st & ask for
WASHINGTON INDIAN GAMING ASSOCIATION ROOM
BLOCK AT \$139/night!**

BOOK TODAY!

**NIGA Level I Hospitality Professional
Certified Hotel Trainer (CHT)**

Monday, July 13 - 8AM-NOON
Advanced Customer Service

Monday, July 13 - 1-5PM
CHT Exam Review

Tuesday, July 14 - 8AM-NOON

CHT EXAM- *Earn the prestigious Certified Hospitality Trainer designation by participating in a 2-day workshop, passing the exam onsite and completing the certification process at your property by training managers and employees in other NIGA certifications: Certified Hospitality Supervisor or Certified Hospitality Department Trainer. As the Certified Training Executive (CHT) at your property, you will be able to train and certify department heads to effectively train their own staff. You will have access to an extensive library of training materials, courses and certifications, all supported by excellent manuals, books, videos and CD's.*

Tuesday, July 14 - 9AM-NOON
CHA EXAM *will be proctored as well.*

NOTE: *This Conference runs during the
NW INDIAN GAMING CONFERENCE & EXPO.
Trade Show Day Rate is \$125*

**For questions or more info,
contact Dianne Wyss at dwyss@indiangaming.org**

Name _____

Affiliation _____

Address _____

City _____ State _____ Zip _____

Phone _____

Fax _____

E-Mail _____

ON-SITE TRAINING - \$600

Enclosed is a check for \$ _____
(Make check payable to NIGA)

Use my Credit Card AmEx Visa MC

Name on Card _____

Billing Address _____

Card # _____

VIN # _____ Expiration Date _____
Signature _____

FAX this form to 866-656-2787