

THE *Elevated Experience* PLAYBOOK ALC COMMUNITY

with Neveen Michael

March's Topic: Going from Service to Signature Experience

Inspired by Will Guidara's powerful message on *Unreasonable Hospitality*, we'll explore what it means to go beyond great service and create truly unforgettable moments. You'll learn **how small, intentional actions can transform a standard transaction into a lasting relationship** — Building deeper loyalty, stronger referrals, and a reputation that sets you apart in any market.

TUESDAY, MARCH 10TH

1:00PM

NAPERVILLE TRAINING ROOM OR HYBRID



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