

## **America's 400th Anniversary Commemoration**

The 2007 anniversary of the founding of Jamestown is a once-in-a-lifetime opportunity and we are working together to make sure that those of us who live and work in the Historic Triangle have the tools and knowledge to provide five-star service for our guests who visit us now and in the future. In addition to training modules that have been developed and distributed, this Resource Guide provides important information that we hope will make your job easier.

Providing five-star service can be as easy as 1-2-3:

### 1. Prepare

Prepare means the spotlight is on you. Be sure to meet, greet and please our guests. By becoming familiar with the information contained in this resource guide, you will know how to quickly find answers to a wide variety of questions – an important part of providing five-star service to our guests.

### 2. Care

Care puts the spotlight on your guests. By using the information contained in this resource guide, you will be able to treat guests as individuals and respond to a wide variety of questions and situations. You'll be prepared to advise them on which services in the Historic Triangle will meet their specific needs.

### 3. Share

Share puts the spotlight on you and your guests together. This resource guide can help you provide your guests with the best possible experience while they're with us. You will be able to help solve their problems and guide them to ways to fix anything that might get in the way of their total enjoyment.

Remember, we all play a vital role in making America's 400th Anniversary Commemoration a resounding success!

- Historic Triangle Jamestown 2007 Host Committee/Training Subcommittee