

## **Customer Service for Agritourism**

Monday, April 17, 2023 12pm to 1pm Via Zoom

Speakers: Marie Ulrich, CCE Orange County and ENYCHP

Ashley Tully, CCE Sullivan County

Melissa Monty-Provost, Country Dreams Farm

### **Topics:**

- Welcoming Visitors to the Farm
  - Visitor Expectations
  - Training for Employees
- How to Handle Difficult Situations: Accidents, Poor Experience, Social Media, Wandering Customers, Out of Control Kids, etc.

### **Pre-registration Required:**

<https://cornell.zoom.us/meeting/register/tJIsce6tqDMuGddOrjKOe3k0mXCypafV0oao>

Price: Free

All workshops will be recorded and links shared. After registering, you will receive a confirmation email containing information about joining the meeting.

### **Future Workshop Series**

May 15: Tax Considerations for Agritourism

June 20: Agritourism Pricing Workshop: How to figure out what your customers will bear

July 17: Marketing Your Agritourism Operation

August 21: Agritourism: Working with Tour Companies

September to December topics will be released later this year.

**Sponsor: Cornell Cooperative Extension Agritourism Program Work Team**

Please contact Lindsey Pashow lep67@cornell.edu or 518-569-3073 with any questions.

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