

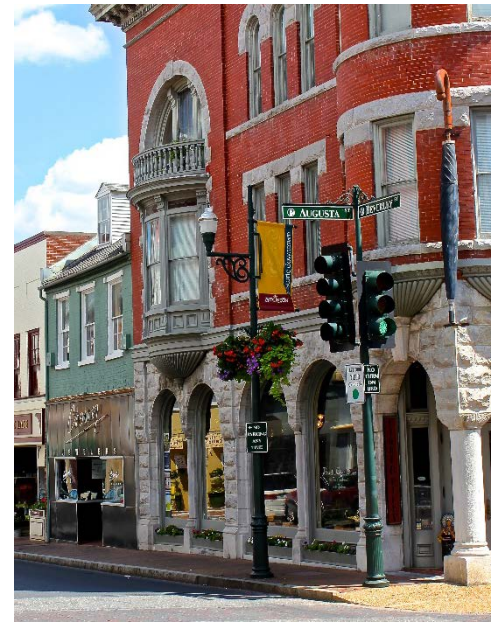
# Delivering Memorable Experiences Downtown

August  
6th

8AM-11AM

Guncotton Coffee  
and Gallery  
Hopewell, VA

Calling all Hopewell (and surrounding) businesses! Maximize your long-term profitability with efficient and friendly interactions at every single touch point. Come hear from Dr. Vincent Magnini, author and associate professor at Virginia Tech, and learn about the latest research on establishing and maintaining a first-class customer service culture. Visit [www.hopewelldowntown.com](http://www.hopewelldowntown.com) to register for this event!



## About Vincent Magnini



Recently ranked one of the top 12 most prolific hospitality researchers worldwide, Dr. Magnini has published six books and more than 150 articles and reports. His projects typically include destination marketing plans, economic impact analyses, feasibility studies and visitor satisfaction tracking. Dr. Magnini has also been featured on National Public Radio's (NPR) All Things Considered and With Good Reason, as well as being cited in the New York Times. Before his career in academia, Dr. Magnini worked on management teams at Marriott, Hyatt and Hilton Garden branded hotels in the Mid-Atlantic and Midwestern regions of the U.S.