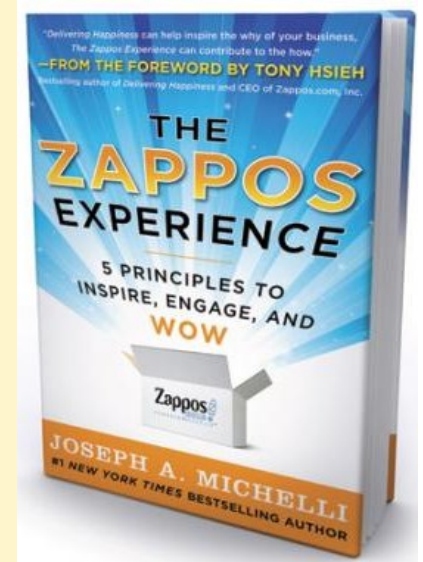


The Metropolitan Club Foundation Presents: CMI 6-Credit Spring Workshop

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Joseph A. Michelli

Joseph A. Michelli, Ph.D., is an internationally sought-after speaker, author, and organizational consultant who transfers his knowledge of exceptional business practices in ways that develop joyful and productive workplaces with a focus on the total customer experience. His insights encourage leaders and frontline workers to grow and invest passionately in all aspects of their lives.

Dr. Michelli's latest book, *The Zappos Experience: 5 Principles to Inspire, Engage, and WOW*, was released in October, 2011. His prior bestselling books include *The Starbucks Experience: 5 Principles for Turning Ordinary into Extraordinary*, *The New Gold Standard: 5 Leadership Principles for Creating a Legendary Customer Experience* Courtesy of The Ritz-Carlton Hotel Company, and *When Fish Fly: Lessons for Creating a Vital and Energized Workplace* which was co-authored with the owner of the "World Famous" Pike Place Fish Market in Seattle.



This session will focus on several CMAA core competencies including:

- Food & Beverage
- Human & Professional Resources
- Leadership
- Membership & Marketing
- Interpersonal Skills



Thursday, April 25, 2013
OLD WESTBURY GOLF & COUNTRY CLUB
270 WHEATLEY RD—OLD WESTBURY NY 11568

9:00 REGISTRATION AND BREAKFAST
10:00 MORNING SESSION
1:00 LUNCH & MEMBERSHIP MEETING
2:00 AFTERNOON SESSION
4:30 EXAM

Thursday, April 25, 2013 - MCF Joseph Michelli Education Session

Member Name: _____

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Guest Name (s): _____

*Please mail with a check payable to MCF for \$75.00 per person to:
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