

epic front desk training

Epic Front Desk Training: Elevating Customer Service to the Next Level

epic front desk training is more than just teaching staff how to answer phones or check in guests. It's about crafting an experience that leaves a lasting impression on visitors from the moment they step through the door. The front desk is often the face of any business, whether it's a hotel, medical office, corporate reception, or any customer-facing environment. Investing in comprehensive, well-designed training programs can transform front desk personnel into confident, skilled professionals who excel at communication, problem-solving, and creating a warm atmosphere.

In today's competitive market, companies are realizing that exceptional front desk training isn't just an operational need—it's a strategic advantage that can boost customer satisfaction, increase retention, and enhance brand reputation. Let's explore what makes front desk training truly epic and how organizations can implement it effectively.

Why Epic Front Desk Training Matters

The front desk is often the first and last point of contact for clients or guests, which means the staff there play a critical role in shaping perceptions. A well-trained front desk team can:

- Provide seamless service that reduces wait times and frustrations.
- Handle difficult situations calmly and professionally.
- Represent the company's values and culture authentically.
- Upsell or promote services subtly to boost revenue.
- Gather valuable feedback that can improve business operations.

Without proper training, front desk employees may struggle with multitasking, managing stress, or using technology efficiently. This can lead to errors, poor customer experiences, and ultimately, lost business opportunities.

Key Elements of Epic Front Desk Training

Creating a truly epic training program involves a mix of technical skills, soft skills, and ongoing development. Here are some essential components:

1. Mastering Communication Skills

Communication is the backbone of front desk work. Training should focus on active listening, clear verbal communication, and professional body language. Employees must learn how to engage with diverse customer personalities, handle complaints diplomatically, and convey information accurately.

Role-playing exercises and real-world scenarios can help trainees practice responding to common

situations, from greeting guests warmly to diffusing tense interactions.

2. Technology and Systems Proficiency

Modern front desks rely on various software systems—reservation platforms, customer relationship management (CRM) tools, phone systems, and more. Epic front desk training ensures staff are comfortable navigating these technologies, inputting data correctly, and troubleshooting basic issues.

Providing hands-on training sessions and easy-to-access manuals or video tutorials can build confidence and reduce errors.

3. Time Management and Multitasking

Front desk employees often juggle multiple tasks simultaneously, such as answering calls, checking in visitors, and coordinating with other departments. Training should teach prioritization techniques, efficient workflow strategies, and how to stay calm under pressure.

Time management tools and checklists can be introduced during training to help maintain organization during busy periods.

4. Customer Service Excellence

Beyond technical skills, emotional intelligence is crucial. Epic front desk training emphasizes empathy, patience, and a positive attitude. Employees learn to anticipate customer needs, personalize interactions, and create memorable experiences.

Incorporating customer service principles such as the “golden rule” or the “service recovery paradox” can inspire staff to go above and beyond.

5. Safety and Security Awareness

The front desk often plays a vital role in maintaining security—monitoring visitor access, handling sensitive information, and responding to emergencies. Training should cover protocols for identifying suspicious behavior, safeguarding confidential data, and executing evacuation procedures if needed.

This fosters a safe environment for both employees and guests.

Creating an Engaging Front Desk Training Program

Training doesn't have to be dull or monotonous. In fact, engagement is key to retaining knowledge and boosting morale. Here are some approaches to make front desk training epic:

Interactive Workshops and Role-Playing

Hands-on activities, such as simulated guest check-ins or conflict resolution scenarios, allow trainees to practice skills in a low-risk setting. This method encourages participation and helps embed learning through experience.

Use of Multimedia and E-Learning

Incorporating videos, quizzes, and online modules offers flexibility and caters to different learning styles. Employees can revisit materials at their own pace, reinforcing critical concepts.

Mentorship and Peer Learning

Pairing new hires with experienced front desk staff can accelerate skill development. Observing real interactions and receiving feedback creates a supportive learning environment.

Regular Feedback and Performance Reviews

Ongoing coaching helps identify strengths and areas for improvement. Constructive feedback encourages continuous growth and keeps employees motivated.

Measuring the Impact of Front Desk Training

To ensure that the training translates into real-world success, organizations should implement metrics and evaluations, such as:

- Customer satisfaction surveys focusing on front desk interactions.
- Monitoring average wait times and service speed.
- Tracking resolution rates for customer complaints.
- Employee retention and engagement statistics.
- Mystery shopper assessments to evaluate consistency.

Data-driven insights can highlight what's working well and where adjustments are needed, making the training program more effective over time.

Tips for Sustaining Epic Front Desk Performance

Training is just the beginning. To maintain high standards:

- Encourage continuous learning through refresher courses and workshops.

- Celebrate achievements and acknowledge excellent service.
- Foster a positive work culture that values front desk roles.
- Keep updating training materials to reflect new technologies or policies.
- Solicit employee feedback to improve training and operational processes.

When employees feel supported and equipped, they're more likely to deliver exceptional service day after day.

Epic front desk training is an investment that pays dividends in customer loyalty, brand image, and operational efficiency. By focusing on comprehensive skill development and creating engaging learning experiences, businesses can empower their front desk teams to become true ambassadors of hospitality and professionalism. Whether your front desk is the hub of a bustling hotel or a corporate reception, elevating your training approach will inevitably enhance the overall customer journey.

Frequently Asked Questions

What is Epic Front Desk Training?

Epic Front Desk Training is a specialized program designed to teach front desk staff how to effectively use the Epic electronic health record (EHR) system to manage patient check-ins, appointments, and administrative tasks.

Why is Epic Front Desk Training important for healthcare facilities?

Epic Front Desk Training is important because it ensures front desk staff can efficiently navigate the Epic system, leading to improved patient check-in experiences, accurate data entry, and streamlined office operations.

What topics are typically covered in Epic Front Desk Training?

Training usually covers patient registration, appointment scheduling, insurance verification, check-in/check-out procedures, managing patient demographics, and handling common front desk workflows within the Epic system.

How long does Epic Front Desk Training usually take?

The duration varies depending on the program, but Epic Front Desk Training typically ranges from a few days to a couple of weeks, including hands-on practice and assessments.

Can Epic Front Desk Training be done online?

Yes, many organizations offer online Epic Front Desk Training modules that include interactive tutorials, videos, and simulated exercises to accommodate remote learning.

Who should undergo Epic Front Desk Training?

Front desk personnel, patient service representatives, schedulers, and administrative staff who interact with patients and use the Epic system should undergo this training.

What are the benefits of completing Epic Front Desk Training?

Benefits include increased efficiency, reduced errors in patient data entry, enhanced patient satisfaction, better compliance with healthcare regulations, and improved overall clinic workflow.

How can healthcare organizations measure the effectiveness of Epic Front Desk Training?

Effectiveness can be measured by tracking key performance indicators such as reduced patient wait times, decreased data entry errors, improved patient satisfaction scores, and feedback from front desk staff on system usability.

Additional Resources

Epic Front Desk Training: Elevating the Gateway to Exceptional Customer Experience

Epic front desk training is increasingly recognized as a critical investment for businesses across industries that rely on first impressions to build lasting relationships. The front desk is more than just a physical point of entry; it is a strategic touchpoint that shapes customer perceptions, influences satisfaction, and ultimately impacts brand loyalty. As organizations seek to enhance operational efficiency and customer engagement, a comprehensive and well-structured front desk training program can be the differentiator that transforms routine interactions into memorable experiences.

Understanding the Importance of Epic Front Desk Training

At its core, epic front desk training equips receptionists and front-line staff with the skills and knowledge necessary to serve as effective ambassadors for their companies. This training goes beyond simple procedural orientation, addressing critical soft skills such as communication, problem-solving, and empathy, alongside technical competencies like phone systems management, reservation software, and security protocols.

Studies show that 70% of customer experiences are influenced by how the customer feels they are being treated, underscoring why front desk personnel need to be adept at managing both operational tasks and emotional intelligence. By investing in epic front desk training programs, organizations can reduce wait times, minimize errors, improve conflict resolution, and foster a welcoming environment that encourages repeat business.

Key Components of an Effective Front Desk Training Program

The hallmark of any epic front desk training initiative is its comprehensive curriculum that balances technical skills with interpersonal development. Key components typically include:

- **Customer Service Excellence:** Techniques for active listening, handling difficult customers, and delivering personalized service.
- **Technical Proficiency:** Training on property management systems (PMS), telephony, scheduling software, and data privacy standards.
- **Operational Procedures:** Check-in/check-out protocols, emergency response procedures, and compliance with legal regulations.
- **Communication Skills:** Verbal and non-verbal communication, professional phone etiquette, and effective email correspondence.
- **Problem-Solving and Decision-Making:** Empowering front desk staff to resolve issues independently while escalating when necessary.

By integrating these elements, epic front desk training ensures that employees are well-rounded, confident, and aligned with the organization's customer service philosophy.

Comparing Traditional and Modern Approaches to Front Desk Training

Historically, front desk training was often informal, relying heavily on on-the-job learning and peer mentorship. While this approach provided practical experience, it lacked standardization and often resulted in inconsistent service quality. In contrast, contemporary epic front desk training programs utilize structured frameworks, e-learning platforms, and interactive simulations to enhance engagement and retention.

One significant advancement is the incorporation of technology-driven training modules that allow trainees to practice real-world scenarios in a risk-free environment. Virtual simulations of front desk encounters, for example, help trainees develop confidence in managing high-pressure situations such as overbooking conflicts or emergency evacuations.

Moreover, modern training programs emphasize continuous learning and assessment. This ongoing development approach contrasts with the one-time orientation sessions of the past, enabling front desk staff to stay updated with evolving customer expectations, software updates, and industry best practices.

Benefits and Challenges of Implementing Epic Front Desk Training

Implementing an epic front desk training program comes with a series of advantages and considerations:

- **Benefits:**

- *Enhanced Customer Satisfaction:* Well-trained front desk employees contribute to smoother interactions and improved guest experiences.
- *Increased Efficiency:* Streamlined processes reduce wait times and administrative errors.
- *Employee Empowerment and Retention:* Comprehensive training fosters confidence and job satisfaction, lowering turnover rates.
- *Brand Reputation:* Positive first impressions translate into favorable online reviews and word-of-mouth referrals.

- **Challenges:**

- *Resource Allocation:* Developing and maintaining an epic training program requires time, budget, and expertise.
- *Consistency Across Locations:* For multi-site organizations, ensuring uniform training standards can be complex.
- *Keeping Content Current:* Rapid changes in technology and customer expectations necessitate frequent updates to training materials.

Despite these challenges, the long-term benefits of investing in front desk training generally outweigh the costs, particularly in customer-centric industries such as hospitality, healthcare, and corporate services.

Integrating Technology and Analytics in Front Desk Training

An emerging trend in epic front desk training is the integration of technology not only in delivery but also in performance measurement. Learning management systems (LMS) enable organizations to track progress, administer quizzes, and gather feedback, thus tailoring training to individual needs.

Additionally, analytics tools can assess key performance indicators (KPIs) such as average check-in time, customer satisfaction scores, and issue resolution rates to inform continuous improvement.

Artificial intelligence (AI) and chatbots also play an increasing role in supporting front desk operations. Training programs now often include modules on collaborating with AI assistants, ensuring that front desk staff can effectively manage hybrid workflows that combine human empathy with technological efficiency.

Best Practices for Sustaining Epic Front Desk Training Outcomes

To maximize the impact of front desk training, organizations should consider the following best practices:

1. **Customize Training Content:** Tailor programs to reflect the unique culture, values, and operational needs of the organization.
2. **Encourage Interactive Learning:** Utilize role-playing, group discussions, and scenario-based exercises to engage participants actively.
3. **Provide Ongoing Support:** Establish mentorship programs and regular refresher sessions to reinforce skills.
4. **Solicit Employee Feedback:** Incorporate trainee insights to refine training materials and address emerging challenges.
5. **Measure Impact:** Use performance data and customer feedback to evaluate training effectiveness and identify areas for enhancement.

By embedding these principles, epic front desk training evolves from a static event into a dynamic process that continuously elevates service standards.

The role of the front desk is undeniably pivotal in shaping organizational success. With the right epic front desk training, companies can transform their first point of contact into a strategic asset that delights customers and drives business growth. As market demands evolve, so too must training approaches—ensuring that front desk teams are not only prepared but empowered to excel in an increasingly competitive landscape.

Epic Front Desk Training

epic front desk training: *Epic Jokes* Jake Goldman, Jeremy Goldman, 2021-07-13 Shaggy dog stories. Street jokes, Groaners. Whatever you might call them, there is nothing quite like the time-honored tradition of telling drawn-out stories with often twist endings or punny punch lines.

Epic Jokes features original takes on classic jokes, like Giant Ear, Smart Dog, Three Men in Heaven, and The Aristocrats, and provides tips for how to make these long-winded yarns your own. Epic Jokes equips you for those times when an icebreaker is desperately needed--or simply when you feel like riling up your family during Thanksgiving dinner.--

epic front desk training: Epic Athletes: Simone Biles Dan Wetzel, 2020-03-17 In Epic Athletes: Simone Biles, celebrated sports journalist Dan Wetzel scores a perfect ten with this uplifting young reader's biography of gold medal gymnast Simone Biles! Featuring comic-style illustrations from Marcelo Baez! At the 2016 Summer Olympics, Simone Biles dazzled gymnastics fans across the globe with each jaw-dropping flip, twist, and dismount. Her record-breaking performance catapulted her to the top of the sport, and she quickly became a hero to young people. But well before Simone faced Olympic trials on the balance beam and rings, she confronted real-life challenges as a kid, as she moved in and out of foster care. With the support and love of her grandparents, plus her unwavering drive to make history on the ultimate stage in sports, she grew into an incredible role model and activist—and one of the greatest athletes of our time. Filled with sports action and bold comic-style illustrations, this inspiring biography recounts the incredible life of a world class gymnast. Praise for Epic Athletes: * Wetzel knows how to organize the facts and tell a good story. . . an unusually informative and enjoyable sports biography for young readers. —Booklist, STARRED review of Epic Athletes: Stephen Curry

epic front desk training: A Series of EPIC Stories Matthew Lambert, 2018-06-17 Within these pages live twenty-two short stories crafted by twenty-two authors. Each provides a unique glimpse into the mind and writing style of a budding young writer. As our title suggests, this anthology is filled with a series of adventurous, heart-warming, dramatic, thought-provoking, and altogether charming stories. We welcome you to delve into the themes and depth of this writing, or simply sit back and enjoy the sincerity of young writers. Completed as part of 2018's annual NaNoWriMo competition, these narratives represent the perseverance, hard work, and determination of twenty-two outstanding Grade 7 and 8 students at Forest View Public School in Oshawa Ontario. It is with great pleasure that we present this anthology to the world. May you have as much fun reading as we did writing it.

epic front desk training: A Tale of Stars and Shadow: An Epic Fantasy Adventure Lisa Cassidy, 2019-06-19 A corrupt kingdom. A rising darkness. Can a broken warrior save a world? Mithranar is a country divided by ignorance and magic. Oppressed by their winged folk rulers, humans struggle to eke out an existence. Their only help comes from the mysterious Shadowhawk, a criminal who has evaded all attempts at capture. Meanwhile, something else ... something violent ... stalks the streets, and it has ambitions that could bring Mithranar to its knees. The arrival of a foreign warrior will change everything. Descended from the ruling house of the kingdom of the Twin Thrones, Talyn Dynan is a born warrior. But after a combat mission goes tragically wrong, she is left broken and wracked with guilt, her confidence in tatters. A dangerous mission to the allied country of Mithranar is her final chance to prove she can still be an elite warrior. And it could change the world. Or end in her death. A Tale of Stars and Shadow is the first book in an adult epic fantasy series for readers who love: political intrigue, found family, a hint of magic, and a strong female lead. Perfect for those who love DK Holmberg, Philip C Quaintrell, and Christopher Mitchell.

epic front desk training: Educational Media and Technology Yearbook 2003 Mary Ann Fitzgerald, Michael Orey, Robert Maribe Branch, 2003-06-30 The 28th volume of the Educational Media and Technology Yearbook describes current developments and trends in the field of instructional technology. Prominent themes for this volume include e-learning, collaboration, the standards reform movement, and a critical look at the field in its historical context. The audience for the Yearbook consists of media and technology professionals in schools, higher education, and business contexts, including instructional technology faculty, school library media specialists, curriculum leaders, business training professionals, and instructional designers. The Educational Media and Technology Yearbook has become a standard reference in many libraries and professional collections.

epic front desk training: *Not Too Late* Gwendolyn Bounds, 2025-09-09 An award-winning journalist tells the inspiring story of her unlikely midlife journey to master the daunting sport of obstacle course racing—a powerful, science-based account of the change possible at any age when we push limits. “This story of personal transformation is thrilling.”—Gretchen Rubin, #1 New York Times bestselling author of *The Happiness Project* and *Life in Five Senses* In her midforties, Gwendolyn Bounds attended a dinner party where someone asked a little girl: “What do you want to be when you grow up?” It struck Bounds: In middle age, no one asks you that anymore. So she put the question to herself. The answer set her on an unexpected five-year path of transformation from an unathletic office executive glued to her screens to an age-group medalist and world championship competitor in obstacle course racing—a demanding military-style sport requiring speed, endurance, mobility, and strength. In *Not Too Late*, Bounds explores how tackling something new and hard upended her expectations for middle age—while also helping her reconcile regrets of her youth. Her story takes us from playgrounds and gyms, where Bounds relearns childhood movements (swinging from monkey bars, climbing a rope); to far-flung Spartan Race courses, where she strives to master running in difficult terrain and to conquer challenges such as scaling tall walls, crawling under barbed wire, and carrying heavy loads of rocks up mountains. Bounds’s journey offers inspiration and a road map for anyone craving more out of life. Woven through *Not Too Late* are insights from scientists, longevity doctors, philosophers, elite athletes, and performance experts on how to reimagine our limits and who we think we are. Through Bounds’s story, as she changes her body and mindset, we learn about humans’ capacity to tap inner reserves, face fears, locate intrinsic motivation, and push boundaries at any life stage. Ultimately, one message prevails: When unleashing our full potential, age can be a secret weapon.

epic front desk training: *The Geek's Guide to Wizarding Mastery in One Epic Tome: The Complete Tale of Bryant Adams* Megan O'Russell, 2020-12-23 Enjoy *The Geek's Guide to Wizarding Mastery in One Epic Tome*, the complete collection of *The Tale of Bryant Adams*, a new humorous fantasy series by Young Adult author Megan O'Russell. Not all wizards were born to be heroes. Things not to do when you find out you're a wizard: #1 Do not destroy your apartment with magical fire. You WILL NOT get the security deposit back. #2 Do not form an alliance with the guy who is trying to murder you. This will end badly. #3 Do not drag the girl you're desperately in love with into your wizard mess. You risk her watching you fail miserably. #4 Under no circumstances should you get in the middle of an epic magical battle. Death will happen. Lots of death and bad things. This *Epic Tome* contains all four books in *The Tale of Bryant Adams*: *How I Magically Messed Up My Life in Four Freakin' Days* *Seven Things Not to Do When Everyone's Trying to Kill You* *Three Simple Steps to Wizarding Domination* *Five Spellbinding Laws of International Larceny* Praise for *How I Magically Messed Up My Life in Four Freakin' Days* “This is a magical, fast-paced, fantasy packed—with a lovely dose of modern day teen—ride.” – Tonja “*How I Magically Messed Up My Life in Four Freakin' Days* by Megan O'Russell is the funniest book for teens/middle grade I have read in so long!” – M.W. “Megan O'Russell's heart-stopping magical adventures get better and better and I can't wait for her next one!” – Sherry Author Interview Why did you choose to write a fantasy book that heavily involves a cell phone? Phones are a huge part of everyday life. Smart phone are these tiny pieces of massive technology we use everyday without really thinking about how astounding they are. But what if phones could be used for more than just scrolling through social media? What if an entire magical library could be hidden in your pocket? I wanted modern convenience to meet magic in a new way. What does Bryant Adams bring to the world of wizards that readers haven't seen before? Bryant Adams is not your standard hero. He is not the chosen one, and the world may be doomed if he's in charge of saving us all. Bryant is a geek—the nerdy sidekick of the coolest kid in high school—who's trying really hard to survive being a wizard but is too terrified to talk to the girl of his dreams. He's just a boy trying to get through his teen years without too much emotional damage...and then magic happens. Who would enjoy this book? If you like humor with a touch of snark, romance with a hint of wit, and magic that might destroy the world as we know it, Bryant Adams is the wizard for you. *** *The Tale of Bryant Adams* is a humorous paranormal survival story

told in four books following the misadventures of a teen in New York City who opens a seemingly non-magical fire app on a phone and causes epic chaos of modern wizard proportions. What follows is a hilarious romp through (and under) the streets of Manhattan. Get ready to laugh out loud as Bryant faces mythical beasts, legendary witches, and worst of all...the horrors of high school. The complete series of The Tale of Bryant Adams is now available, so get ready for a binge-worthy fantasy adventure! *** The Geek's Guide to Wizarding Mastery in One Epic Tome is a box set perfect for fans of Kami Garcia, Rick Riordan, Jeff Strand, Terry Pratchett, Ransom Riggs, Missy Sheldrake, Anthea Sharp, J. C. Gilbert, Meg Collette, and TR Cameron.

epic front desk training: MILLENNIUM EPIC Daes A. Neights, 2024-10-31 As a song sung by one unseen, an ignorant emperor feigns his dread upon the world in order to protect mankind without their nuisance. He then gets his fortress besieged due to enigmas he doesn't fully understand. Being led along story in a superior realm, he's explained what much means, but it's still too difficult for him to understand because a story is best understood by the ones who lived it. --Enigma is as a calm poison, and dread horrors are often made soft. A shattered heart bleeds its beauty. No, not everything is all hunky-dory in the twilight-- Sometimes you need to be dumber before you can get smarter, and weaker before you get stronger. Don't ask me how I know that. Enigmas don't hold hands as easily as friendlies can hold back.

epic front desk training: Healthcare Workforce Transitioning Dr. Anne Drabczyk, 2019-03-07 Healthcare Workforce Transitioning shares with educators and healthcare professionals alike the awareness, integration, and partnership that results from a successful process of framing a Healthcare Management Program around core competencies. To transition toward a successful healthcare career requires proficiencies in communication, leadership, professionalism, knowledge of the healthcare environment, and business skills. Competencies provide context to curriculum construction and build awareness of the role this standard plays in a career-ready workforce. Integrating professional development and service learning into co-curricular activities further strengthens outcomes. Partnering with healthcare professionals through ongoing World Café conversations, contributes a touchstone about expectations and accountabilities to be successful in a career. This book draws on the World Café methodology, guidelines, and vignettes in developing performance assessment, coaching, training, and performance reviews. The author provides lessons learned throughout the text to illustrate the points made in the chapters. It also provides a proven participatory methodology applied to competency exploration, application, and authentication.

epic front desk training: Building a Learning Health System in Pediatric Rheumatology Esi Morgan, Sheetal S. Vora, Constance Mara, Beth Gottlieb, 2025-03-26 The learning health system model has been proposed as a framework to address contemporary challenges in health care delivery and spur clinical research and discovery. A continuum of quality improvement and implementation science methods are applied to address shortcomings and failures in the current health care system with a goal of improving patient outcomes, efficiency, quality and safety of care, while also leveraging clinical information systems for data analysis and investigation. The current practice of pediatric rheumatology faces workforce shortages and limited access to care, delayed diagnosis, unwarranted variation in treatment, health care disparities, lack of shared decision making, limited patient education and self-management support, and resultant suboptimal outcomes. This Research Topic seeks to gather best practice examples of real-world interventions to improve quality of care in pediatric rheumatology and to support a better performing healthcare delivery system.

epic front desk training: The French Epic Roan Fields, 2018-04-18 A thought provoking narrative of friendship and comradery during a war effort, this historical account is loosely based on narrative fiction, a few good laughs among comrades over field crackers and MREs, and a complete subversion of all severity of the matter of war and love.

epic front desk training: The Veil of Ashes: A Young Adult Epic Fantasy Novel S. Usher Evans, 2019-07-09 From bestselling author S. Usher Evans comes an award-winning young adult fantasy series filled with masked mischief and mystery. Fans of Throne of Glass and The Kiss of

Deception will get swept away in this brilliant series about a runaway-princess-turned-vigilante who must resume her royal duties when her father and brother are murdered. Blindsided by betrayal, Brynna has been licking her wounds far from the city she called home. But the call to duty soon becomes too much to bear, and Brynna embarks on a quest for friends and allies who'll help her reclaim what was once hers. But vengeance comes with a heavy toll, one Brynna isn't sure she's willing to pay. The Veil of Ashes is the blockbuster sequel to The City of Veils, which Foreward Reviews calls, entertaining from the first page to the last. Series Order The City of Veils The Veil of Ashes The Veil of Trust The Queen of Veils Praise for The Princess Vigilante Series ☐☐☐☐☐ Once I started, I didn't want to stop and I did cry a few times (just a few tear drops here and there). - Goodreads Reviewer ☐☐☐☐☐ I related a lot to Brynna. We are both so stubborn and bullheaded, unwilling to admit fault, it made reading her story feel like I was reading about a piece of myself. - Goodreads Reviewer ☐☐☐☐☐ I've always loved books with snarky female leads who can kick some ass. - Goodreads Reviewer ☐☐☐☐☐ I highly suggest this book to anyone who read the Throne of Glass series. There are some similarities to the way the two women are in hiding and are thrust back into their royal titles. This book is full of great fight scenes, emotional blows, and great moments of laughter. - Goodreads Reviewer Search Terms: YA Fantasy, Princess, Assassin, Young Adult, magic, sorcery, myth, actions, female protagonist, novel, hero, fantasy, political, mystery, Young Adult Fantasy, Princess Fantasy, vigilante fantasy, epic fantasy, epic YA fantasy, YA epic fantasy, Young adult epic fantasy, clean romance

epic front desk training: No Work and All Play Roger Wagner, 2011-05-26 The contents of the book describe the many examples of the types of characters and crazy daily episodes that an average person who selects a career in casino hotel management will witness and are part of during a lifetime in such a career. The book is really not about me, but it is a lifetime chronicle of my career where every work day is fun and there is almost never any drudgery. The three most interesting characters in the book are none other than a tycoon named Donald Trump, a Casino Icon named Jack Binion and a baseball legend named Mickey Mantle. The book also describes many other very interesting real-life persons in my career from Mob-connected people to other well known casino operators of their day. Most of these characters are not famous celebrities but their stories are sometimes even more humorous than those of Trump or Mantle. The stories about these people are real and actually happened, although the actual dates may be incorrect in some cases and some of the intricate details may be embellished to improve the stories. None of the tales degrade any of the characters in my book, but I do tell humorous stories about all of them that demonstrate they all have to put their pants on one leg at a time like the rest of us. It is not a text book, but it can serve as a good primer for a person considering making gaming hospitality their career objective. The seven different sections of the book are written to show how a person entering a casino hospitality position might evolve from the lowest level in a casino organization to a very high level of management, and that it generally takes many years to accomplish. It also describes the different relationships that one develops in any type of business and I use real people to illustrate how they each fit into the different types of relationships.

epic front desk training: *If These Walls Could Talk: Philadelphia Phillies* Larry Shenk, Larry Bowa, 2014-05-01 Over the last half-century, the Philadelphia Phillies have experienced epic highs—World Series titles in 1980 and 2008—and frustrating lows, and Larry Shenk has been there for every minute of it. He provides a behind-the-scenes look at the personalities and events that have shaped the franchise's history. The book gives the detailed scouting reports on Jimmy Rollins and Chase Utley and takes readers into the clubhouse as Steve Carlton closes in on 300 career wins. Listen in on Pete Rose's phone call with President Reagan after Rose broke the National League hits record and see Richie Ashburn's face when he heard he was elected to the Baseball Hall of Fame. Giving fans a taste of what it's like to be a part of the Phillies' storied history from a perspective unlike any other, readers will also learn about a man whose work ethic and character has made an impact on the players and staff for 50 years.

epic front desk training: *Derailed Sentence* Val Hillsdon-Hutton, 2021-09-26 Because of a

murder investigation in which she is falsely implicated, Kate Wagner leaves Idi Amin's Uganda and returns to her native England. Because of her language skills and experience, she is recruited as a British Government Agent and sent back to Uganda to gather information on troop and equipment locations. Pursued by a disgruntled Ugandan ex-policeman, she makes a dangerous trip by car to Northern Uganda, helped by those she knew in the past, often having to negotiate at army checkpoints, bribing civilians and military personnel alike and using the information provided by local and British assets.

epic front desk training: Telerheumatology Christine Peoples, 2022-07-14 This book details the practice of telerheumatology. Telemedicine is defined as the delivery of healthcare and the exchange of healthcare information across distances. Following, telerheumatology is the delivery of rheumatology care through telemedicine. There exists an increasing demand from patients, caregivers, and healthcare systems for access to academic specialists through telemedicine. This has been the case for the past several years and the demand has only increased with the ongoing COVID-19 pandemic. There is currently a lack of rheumatologists in rural areas and that is expected to spread to a general lack by 2025. Telerheumatology offers an excellent and timely solution to fill these gaps and provide care. Telerheumatology care has been shown to be feasible and quite effective. The current COVID-19 pandemic has thrust the concept of telemedicine into the spotlight. However, not all telerheumatology care is the same and there exists many nuances and differences when examining telerheumatology care across the United States and the world. After comprehensively reviewing the origins of telerheumatology, this work defines in detail the current practice of telerheumatology, along with the specific impact of the COVID-19 pandemic and all applications of telerheumatology. Expert authors also provide a detailed roadmap for providers to initiate, sustain, and grow a telerheumatology program. The book concludes by covering future directions of telerheumatology, including areas for expansion, improvement, and innovation. After reading this work, the editor and all the contributing authors hope that it will inspire, provoke thought and discussion, and lead to increased adaptation of providing telerheumatology care by rheumatologists and rheumatology providers.

epic front desk training: The Muscle Trade Nick Gibbs, 2023-11-16 The health and fitness industry has experienced a meteoric rise over the past two decades, yet its slick exterior conceals a darker side. Using ethnographic data from gyms, interviews, and social media platforms, this book investigates the growing consumption of image and performance enhancing drugs (IPEDs), the motivations behind their use, and their role in masculine body image. Addressing a gap in the literature, Nick Gibbs also interrogates both the offline and digital drug supply chains with important insights for IPED harm reduction practitioners, law makers and policy advisors.

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author and Emmy Award-winning broadcaster Ron Darling offers his own take on the “six degrees of separation” game and knits together wild, wise, and wistful stories reflecting the full arc of a life in and around our national pastime. Darling has played with or reported on just about everybody who has put on a uniform since 1983, and they in turn have played with or reported on just about everybody who put on a uniform in a previous generation. Through relationships with baseball legends on and off the field, like Yale coach Smoky Joe Wood, Willie Mays, Bart Giamatti, Tom Seaver and Mickey Mantle, Darling’s reminiscences reach all the way back to Babe Ruth and other early twentieth-century greats. Like the 108 stitches on a baseball, Darling’s experiences are interwoven with every athlete who has ever played, every coach or manager who ever sat in a dugout, and every fan who ever played hooky from work or school to sit in the bleachers for a day game. Darling’s anecdotes come together to tell the story of his time in the game, and the story of the game itself. “A real page turner . . . memorable for the whimsical, breezy tidbits that add texture to some well-known characters he has known in a long, honorable career in baseball.” —Tyler Kepner, *The New York Times*

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