



[PR Newswire](#)

Wednesday, March 15, 2017

THE NORTHEAST REGIONAL COUNCIL OF CARPENTERS PARTNERS WITH SPECTRA BY COMCAST SPECTACOR TO HOST CUSTOMER SERVICE TRAINING SESSIONS AT ATLANTIC CITY CONVENTION CENTER

ATLANTIC CITY, N.J., March 15, 2017 /PRNewswire-USNewswire/ -- The Northeast Regional Council of Carpenters (NRCC) has partnered with Spectra by Comcast Spectacor, the providers of Venue Management and Food Services & Hospitality to Atlantic City's historic Boardwalk Hall and the Atlantic City Convention Center, to host customer training sessions for their members at the Atlantic City Convention Center.

The four-hour training sessions highlight various topics including: knowledge of policies, how members should conduct themselves in a professional manner while at an exhibit, and other key principles of customer service. The sessions are taught by the United Brotherhood of Carpenters (UBC) training instructor, Odie Parkins.

"We like to educate our members and make them aware of customer service in the workplace," said NRCC's Robert Tarby, Director of Trade Shows and Special Assignments. "It ensures that our carpenters deliver the best service possible."

"We are thrilled that our partners, The Northeast Regional Council of Carpenters, provides continual education to their membership not only in their trade but also in customer service, as the service they provide to our industry is invaluable," said Spectra's Jim McDonald, Assistant General Manager and Director of Operations of the Atlantic City Convention Center and Boardwalk Hall. "Having well-trained trade workers helps us to improve our customer service scores and makes our two venues that much more competitive in the industry."

The recent Atlantic City session had a total number of 60 attendees comprised of different locals, who are primarily based in New Jersey, while others traveled from Baltimore for the training.

Additional training sessions were hosted in Philadelphia, PA; Baltimore, Maryland; and Washington, D.C.

Both Boardwalk Hall and the Atlantic City Convention Center are owned and funded by the New Jersey Casino Reinvestment Development Authority (CRDA). Spectra by Comcast Spectacor provides both Venue Management and Food Services & Hospitality to both Boardwalk Hall and the AC Convention Center.

About Northeast Regional Council of Carpenters

The Northeast Regional Council of Carpenters (NRCC) represents thousands of hard working men and women throughout the states of Delaware and New Jersey, plus regions in Maryland, New York, and Pennsylvania, making it one of the largest trade unions on the East Coast. The NRCC equips professional craftsmen with the skills that are demanded in today's construction industry. Its regional

structure ensures that the organization can work cooperatively with contractors and maintain the superior quality of workmanship that contractors have come to expect from union carpenters. For more information about the NRCC, go to: <http://www.northeastcarpenters.org>

About Spectra

Spectra by Comcast Spectacor is an industry leader in hosting and entertainment, partnering with clients to create memorable experiences for millions of visitors every year. Spectra's unmatched blend of integrated services delivers incremental value for clients through several primary areas of expertise: Venue Management, Food Services & Hospitality, Ticketing & Fan Engagement and Corporate Partnerships. Learn more at SpectraExperiences.com.

About Comcast Spectacor

Comcast Spectacor is part of Comcast Corporation, a global media and technology company that operates Comcast Cable and NBCUniversal. Comcast Spectacor's three core businesses are the National Hockey League's Philadelphia Flyers, the Wells Fargo Center Complex, and Spectra, a hosting and entertainment firm specializing in Venue Management, Food Services & Hospitality, Ticketing & Fan Engagement and Corporate Sponsorships. Learn more at ComcastSpectacor.com.

About the Casino Reinvestment Development Authority (CRDA) The only agency of its kind nationwide, the CRDA has used Atlantic City casino reinvestments as a catalyst for meaningful, positive improvement in the lives of New Jersey residents since 1984. Under the 2011 Tourism District Act, the Authority's mission evolved from statewide projects to becoming the state's key economic development agency for Atlantic City. CRDA's expanded responsibilities now include land use regulation, tourism marketing and clean and safe initiatives. The CRDA also oversees Historic Boardwalk Hall (the leading entertainment venue of its size in the country) and the Atlantic City Convention Center. In total, CRDA has invested nearly \$2 billion in more than 400 projects statewide, of which \$1.8 billion has been invested in Atlantic City, spurring business investments and expansions, and creating permanent jobs in the process. For more information about CRDA and our projects, visit www.njcrda.com. Follow us on Twitter at www.twitter.com/njcrda.

For destination photos and videos media may visit www.doatlanticcity.com/mediaonline where dozens of assets are available for download. For complete Atlantic City tourism information, visit www.doatlanticcity.com.