

Your  to DYNAMIC DELIVERY
IN
MANAGING GUEST SERVICES

TRAINING DIMENSION: Establishing and Managing Quality Guest Service

SUITABLE FOR: All Managers, Department Heads, Key Supervisors
(Highly recommended -especially to establish expectations).

TRAINING FOCUS: To provide the mechanism and methodology for establishing high quality leaders. Establishing leadership skills that serve for fellowship, empowerment, accessibility, service quality and organizational agility.

LEARNING OBJECTIVES: Five common practices to exceptional leadership

1. Challenging the process
2. Inspiring a shared Vision
3. Enabling Others to RECOGNIZE, REFLECT & RESOLVE
4. Modeling the way
5. Encouraging the Heart

Creating a work environment that will drive extraordinary performance

Cultivating an environment for exceptional service with every guest encounter

Developing a clearer picture of current and future guest expectations

Managing performance and integrating effective communications

COACHING for Y2K and beyond

DURATION: (Custom to property's needs 12 to 16 hours)

GROUP SIZE *: Maximum: 16 Minimum: 8

PRESENTATION: A variety of interactive means will be used to facilitate this session including brainstorming exercises, group projects and problem resolution assignments, games that establish and evaluate communications and leadership styles and encourage great leadership habits, exercises with flip chart—group interactions

Will work with smaller groups based on resort's needs; however, maximum benefits are recognized with larger groups which offers greater interaction depth. Price does not include participant's manuals and other materials.

