

Your  to DYNAMIC DELIVERY
IN
GUEST SERVICES EXPECTATIONS

TRAINING DIMENSION:
SUITABLE FOR:

Exceeding Expectations with Service Excellence

All employees and supervisory/lead staff
Suitable as advance training and as a consistent continuous improvement process in guest service enhancement

WORKSHOP FOCUS:

To demonstrate the need for consistent maintenance of maximum guest service delivery, maintenance and management. The central focus of this workshop is GUEST-FOCUS, with the understanding of today's guests needs. Participants will recognize and apply principles that will enhance the environment of the guest service experience.

Day #1

LEARNING OBJECTIVES:

Identify who your customers are and how you can make a difference in their experience.

Recognize and demonstrate the value & influence of having a positive attitude as a service provider.

Emphasize importance of understanding and anticipating guest expectations

Introduce the guest service skills of listening, communicating and empathizing

Evaluate the value and expectations of our internal guests

Demonstrate two important ways to invest in yourself

Day #2

LEARNING OBJECTIVES:

Understand and share the importance and value of TEAMS working together.

Learn and apply the key masteries needed for maximizing service excellence

Demonstrate proper techniques to handle angry customers by knowing and understanding the 4 basic customer personalities profiles

Formulate action plans that ensures application of guest service principles

DURATION:

(Custom to property's needs -may be a 1 or 2-day workshop)

GROUP SIZE *:

Maximum: 18 Minimum: 10

PRESENTATION:

A variety of methods will be used to teach and assure full participation and comprehension including Interactive training methods, role plays, learning games, audio visuals, demonstrations, case studies, discussions, team-teach and Facilitator-led for emphasis and to ensure attendant's participation.