

Your  to DYNAMIC DELIVERY
IN
GUEST SERVICES DELIVERY

TRAINING DIMENSION:	<u>The Professional Front Desk Agent-Skills 1</u>
SUITABLE FOR:	Front Desk agents, Concierge, Reservations agent
TRAINING FOCUS:	To conduct extensive in-depth skills training for front office staff which includes a series of practicum assignments and practice activities with follow-up quizzes to identify and ensure comprehension of tasks being taught.
LEARNING OBJECTIVES:	Use of Five Positive Guest Contact Techniques Identifying/Anticipating Guest Needs and Expectations Sales responsibility of Front Desk Personnel Four Basic Sales Skills to sell more effectively. Suggestive Selling and Up-Selling Opportunities for Improved Service Handling Guest Complaints/Three methods to calm irate guests (See Outline for detailed coverage of this training)
DURATION:	20 Hours (Recommend 5 days of 4-hr. sessions each day)
GROUP SIZE *:	Maximum: 12 Minimum: 6
PRESENTATION:	A variety of methods will be used to Illustrate, Demonstrate and act on Follow-up processes that is common to the Front Office. The use of real-life type case studies, role playing, video presentations, facial video viewing , one on one training, group dynamics and hand-outs & quizzes will be used to enhance retention of subjects being taught.

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 material.