

Your  to DYNAMIC DELIVERY  
IN  
Team Development

<b>TRAINING DIMENSION:</b>	<u>TEAM Spirit/Empowerment --What's in it for me? (Hourly Staff)</u>
<b>SUITABLE FOR:</b>	All hourly employees and supervisory/lead staff **Suitable as a mandatory orientation for all new staff**
<b>TRAINING FOCUS:</b>	To emphasize that it is essential for everyone to work harmoniously as a team and show that TEAMS outperform individuals and TEAMWORK makes everyone's job easier and more effective. Recognizing the value of each player on the team. Prepare staff to take ownership & responsibility for guest satisfaction.
<b>LEARNING OBJECTIVES:</b>	Recognize that it takes teamwork to deliver the total quality experience that guests want.  Explain and demonstrate the characteristics of effective teams  Identify three ways to work as a team with co-workers and show positive examples of its effectiveness  Examine alternative solutions to guest concerns  How to Recognize, Reflect and Resolve guest problems through pro-activity and genuine concerns.
<b>DURATION:</b>	(Custom to property's needs 6- 8 hours)
<b>GROUP SIZE *:</b>	Maximum: 20 Minimum: 10
<b>PRESENTATION:</b>	A variety of methods will be used to teach and assure full participation and comprehension including Interactive training methods, role plays, games, audio visuals, demonstrations, case studies, discussions, team-teach and Facilitator-led for emphasis and to ensure attendant's participation.

***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.***