

Your  to DYNAMIC DELIVERY  
IN  
GUEST SERVICES DELIVERY

<b>TRAINING DIMENSION:</b>	<u>The Voice that Sells (Telephone Skills)</u>
<b>SUITABLE FOR:</b>	PBX Operators, Front Desk agents, Concierge, Reservations agent, Receptionist, office staff
<b>TRAINING FOCUS:</b>	To establish property's reputation and guidelines for providing faster and more efficient telephone service. Emphasis is made on courtesy, avoiding mistakes and delays and --How to be a good communications traffic controller even under difficult circumstances.
<b>LEARNING OBJECTIVES:</b>	<p>Projecting a positive tone in the voice</p> <p>Speaking effectively so others listen and understand ---no crossed messages!!</p> <p>Communicate Hospitality through voice tone and non-verbal communications.</p> <p>Give personal attention to every caller's needs while projecting a professional image.</p> <p>Establishing proper procedures for transferring calls and placing calls on hold.</p>
<b>DURATION:</b>	(Custom to property's needs 6 to 8 hours)
<b>GROUP SIZE *:</b>	Maximum: 10            Minimum: 6
<b>PRESENTATION:</b>	A variety of methods will be used to teach and develop proper telephone etiquette, including interactive role-playing, video/audio simulations, group discussions and application.

*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.*