



'Priority Guest' is an ideal one day (or two half day) workshop to form a strong base for quality guest care.

The workshop has been designed to give participants opportunities to apply existing skills and learn additional skills to simulated guest interaction. The session gives them opportunities to identify customer needs, practice guest interactions and build confidence.

# Priority Guest

**The workshop will focus on developing the following skills through hands on activities**

- Developing welcoming relationships with guests
- Using confident conversation
- Making product and service recommendations to increase sales
- Solving guest problems
- Dealing with complaints
- Building team skills and confidence

**On completion of the workshop participants will**

- Confidently interact with guests in the hotel
- Have the ability to juggle work tasks and guest acknowledgement
- Be able to make personalised recommendations to guests regarding products and services
- Increase guest satisfaction and sales through great awareness of guest needs and pro active behaviour
- Solve guest problems independently and when needed be able to rely on each other
- Know when to get a managers assistance to deal with a guest complaint
- Understand the importance of communication when dealing with complaints both with guests and line manager

*'Nurturing Talent, Delivering Success'*

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