

Customer Care Tool Kit



This flexible Workshop is based around four key 'Tools' or skills that develop employees into highly focused guest service providers

The strong key themes of 'Tools' make it an ideal workshop for you to build additional post training materials around to help re-enforce skills and knowledge learnt.

Delivered over one day or two half day sessions

The workshop will focus on encouraging participants to develop and apply four key skill sets known as 'Tools' to enhance every guest service experience.

The four tools are known as

- **Tool 1 – Meet, Greet, Speak**, making the first move and making the guest feel welcome and relaxed
- **Tool 2 – Suggest & Surprise**, making recommendations, up selling, increasing guest interest
- **Tool 3 – Memorable Moments**, the guest journey through the department and ensuring they experience the best of the hotel and take this away with them
- **Tool 4 – Fond Farewells**, making sure the guest departs with happy memories and all issues addressed

On completion of the workshop participants will be able to

- Confidently welcome guests to their area of the hotel
- Identify the needs of the guest and make some assumptions about the 'type' and 'style' of service they require
- Recommend products that will meet guest needs through confident conversation
- Encourage guests to stay longer and spend more through attentive service and suggestive selling.
- Influence a guest to recommend the hotel to others through memorable service and problem solving
- Thank a guest a for their patronage and encourage them to return soon

'Nurturing Talent, Delivering Success'

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