

THE **SECRET** OF SERVICE MENTALITY & OPERATIONAL EXCELLENCE

TRAINING - WORKSHOP

Possible to tailor for your individual need

DAY 1 - THE **SECRET** OF SERVICE MENTALITY

WHAT SKILLS AND BEHAVIOURS I NEED TO SUCCEED IN MY ROLE AND CAREER IN HOSPITALITY? HOW TO GAIN, DEVELOP AND MAINTAIN THEM? HOW TO USE THEM TO ACHIEVE SERVICE EXCELLENCE IN OUR ESTABLISHMENT? HOW TO FEEL CONFIDENT IN MY ROLE?

- THE **FACTS** OF SERVICE EXCELLENCE AND UNDERSTANDING OF SERVICE MENTALITY
- GUEST IMPORTANCE AND EXPECTATIONS
- UNDERSTANDING MY ROLE AND RESPONSIBILITIES
- NECESSARY KNOWLEDGE AND COMPETENCES
- PERSONAL DEVELOPMENT
- EMPATHY AND CONNECTION - WHY IT MATTERS AND HOW TO MASTER IT
- EFFECTIVE COMMUNICATION AND DEALING WITH DIFFERENT PEOPLE
- FEEDBACK CULTURE AND SKILLS
- OWNERSHIP AND COMMITMENT
- ATTITUDE AND TEAM WORK

BENEFITS

INSIGHTS, PRACTICAL TIPS AND TOOLS TO USE IN YOUR HOSPITALY ESTABLISHMENT

OVERVIEW OF IDEAS, TRENDS AND BEST PRACTICE

BOOST IN MOTIVATION AND IMPROVED TEAM-WORK

DAY 2 - THE **FACTS** OF SERVICE EXCELLENCE

OPERATION EXCELLENCE AND HOW TO ACHIEVE IT? HOW TO CREATE BETTER GUESTS' EXPERIENCE AND INCREASE THEIR LOYALTY? HOW TO ENSURE MY STAFF ARE ABLE TO DELIVER SERVICE EXCELLENCE?

- FULFILLMENT OF GUEST EXPECTATIONS AND OUR PROMISES - HOW, WHY AND WHEN?
- ANTICIPATION - HOW TO CREATE ADDED VALUE AND GROW AMBASSADORS FOR THE BUSINESS
- HOW TO ACHIEVE CONSISTENCY IN SERVICE EXCELLENCE
- THE TOUCH TO REMEMBER - THE POWER OF PERSONALISATION AND AUTHENTICITY
- SOLUTIONS OF SUSTAINABLE VALUE FOR MY GUESTS AND BUSINESS
- WHAT SKILLS AND COMPETENCES MY TEAMS NEED IN ORDER TO ACHIEVE SERVICE EXCELLENCE? HOW TO DEVELOP THEM AND EMPOWER STAFF?

DETAILS

IDEAL TARGET GROUP: DAY 1 - OPERATIONAL STAFF / DAY 2 - MANAGEMENT. UP TO 20 PERSONS IN EACH GROUP.

IDEAL DURATION: 2 DAYS IN TOTAL (APPROX. 6 HOUR SESSIONS PER DAY)

PRICE: 650 - 1000 EUR/ PER DAY (DEPENDING ON LOCATION).