THE MAGIC OF CREATING VALUE

TRAINING - WORKSHOP

Possible to tailor for your individual need

TOPICS

HOW TO DELIGHT GUESTS AND PROVIDE MEMORABLE EXPERIENCE? WHAT IS ADDED VALUE, HOW TO CREATE IT AND GENERATE MORE REVENUE FOR THE BUSINESS? HOW TO TRAIN MY STAFF TO BECOME CONFIDENT AND SUCCESSFUL IN SALES?

- UNIQUE SELLING PROPOSITIONS OF MY HOTEL - CREATIVE WAYS AND POSSIBILITIES TO STAND OUT IN THE CROWD
- THE CULTURE OF WOW: WHY, HOW AND WHEN?
- GENERATING EXTRA INCOME: PSYCHOLOGY AND PRINCIPLES OF SELLING, SALES TECHNIQUES AND POSSIBILITIES.
- SKILLS AND KNOWLEDGE REQUIRED FOR EFFECTIVE SALES AND HOW TO ENSURE MY TEAM HAS THEM?

BENEFITS

INSIGHTS, REAL SITUATIONS, PRACTICAL TIPS AND TOOLS TO USE IN YOUR HOTEL

OVERVIEW OF IDEAS AND BEST PRACTICE

DETAILS

IDEAL TARGET GROUP: MANAGEMENT AND DEPARTMENT HEADS OR/AND STAFF WITH SALES RESPONSIBILITIES. UP TO 20 PERSONS

IDEAL DURATION: 1 DAY (APPROX. 6 HOUR SESSION)

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

SERVICE RECOVERY – TURNING FAILURE INTO FAME

TRAINING – WORKSHOP

Possible to tailor for your individual need

TOPICS

HOW TO SOLVE GUEST CHALLENGES AND TURN DIFFICULT SITUATIONS INTO POSSIBILITIES. HOW TO ENSURE EFFECTIVE COMPLAINT HANDLING PROCESS IN YOUR HOTEL? HOW TO TURN UNHAPPY GUESTS INTO REPEATERS?

- GUESTS EXPECTATIONS AND BEHAVIOUR
- FACTS OF SERVICE EXCELLENCE AND MENTALITY OF CONTINUOUS IMPROVEMENT
- SERVICE STANDARDS AND CHALLENGES
- SERVICE RECOVERY – WHAT IT IS AND WHAT POSSIBILITIES IT CREATES
- SERVICE RECOVERY "HARDWARE" – SUCCESSFUL COMPLAINT HANDLING SYSTEM AND PROCESSES
- SERVICE RECOVERY "SOFTWARE" – SKILLS, COMPETENCES AND PRACTISE OF EFFECTIVE COMPLAINT HANDLING
- PRACTICAL EXPERIENCE AND THE KNOW-HOW

BENEFITS

INSIGHTS, REAL SITUATIONS, PRACTICAL TIPS AND TOOLS TO USE IN YOUR HOSPITALITY ESTABLISHMENT

OVERVIEW OF IDEAS AND BEST PRACTICE

DETAILS

IDEAL TARGET GROUP: DAY 1 – LEADERSHIP (DECISION MAKERS). FOCUS – SERVICE RECOVERY "HARDWARE"
DAY 2 – OPERATIONAL STAFF (IN PARTICULAR THE ONES WITH COMPLAINT HANDLING RESPONSIBILITIES. FOCUS – SERVICE RECOVERY "SOFTWARE". UP TO 20 PERSONS PER GROUP.

IDEAL DURATION: 1.5 – 2 DAYS IN TOTAL (APPROX. 6 HOUR SESSIONS)

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