

(1) Essential Customer Service Skills for Hospitality Staff

Introduction:

Understanding the importance of providing an excellent customer service is crucial for a healthy business in creating new customers, keeping loyal clients and developing referrals for future travellers. Customer service is the first opportunity a hotel gets to amaze and create a lasting impression.

Customer service in the hospitality industry refers to the interactions and assistance between a hotel and the customers who purchase its products or services; customer service plays a key role in a hotel's success. While all businesses can benefit from positive customer service, it's particularly important for hospitality businesses.

This training workshop will be very practical oriented and delivered by an experienced trainer from the hospitality industry.

Training Objectives: At the end of the workshop, participants will be able to:

- Create a positive impression to hotel guests;
- Deliver excellent service experience to hotel guests;
- Build staff confidence as they perform their daily tasks;
- Respond to a variety of guest situation;
- Build a service culture of care within themselves by providing sincere service which is from their hearts.

Who should attend?

- Mixed department: Front line hotel employee – from Front office, F & B, Housekeeping, Maintenance, Security

Duration : 2 days

Training Programme Outline

Module 1 – Greeting

Recognising the importance of greetings. Hotel guests are not only observing the staff but also the whole hotel stay experience.

Module 2 – Looking My Best

Module 3 – My Best Response

Module 4 – Going Beyond What is Expected

Module 5 – Resolving Guest Problem

(2) Developing YOUR Supervisory Skills

Introduction:

Our Supervisory Skills training workshop gives front line managers, supervisors and team leaders the necessary skills and confidence to get the most from their staff.

The supervisor is the critical operational link between the higher management of any hotel business and the people employed to deliver the daily operations. The supervisor requires a whole range of skills to achieve the goals of the hotel business and meet the needs of the supervised staff.

This course trains new or existing supervisors on those essential skills to be successful.

Training Objectives: At the end of the workshop, participants will be able to:

- Exhibit leadership qualities in leading their team;
- Identify ways to handle and solve operational and staff issues;
- Identify business market and opportunities to build the business;
- Build relationships with external and internal customers.

Who should attend?

- Mixed department: First line managers and supervisors, team leaders

Duration : 2 days

Training Programme Outline

- The Roles and Responsibilities of a Supervisor
- An Introduction to Communication Skills
- Understanding Body Language
- The Concept of Total Quality Service
- A Guide to Decision Making
- An Introduction to Leadership
- The Task and The Team
- An Eggs-ercise – Team Leadership and Team working
- Use and Abuse of Time
- The Art of Delegation
- Giving Clear Instructions
- Team skills