

GLOBAL EXPERTS INSTITUTE FOR TRAINING.
ISO 9001-2008 TRAINING PROVISION CERTIFIED

Hospitality Customer Service Management

Schedule Dates:

Start Date	End Date	Place
4 Mar 2024	8 Mar 2024	InterContinental Hotel Lisbon - Portugal

Program Introduction:

The hospitality industry has significantly contributed to the global economy, by providing employment and aiding the economy. In this our current dispensation this industry has changed drastically now the competition is so much that customers have many choices to make, so what will make a hotel stand out is simply the company ability to satisfy their customers, so great customer service is the panacea for a thoroughly successful hotel business. The customer is the king for any business, so the responsibility depends on hotel managers to ensure that their service is well improved, so that they can get loyal customers. The first impression of any business is very important because good impressions will last in the mind of the customer, which intend will lead to repeat business. There is a Japanese proverb that said that the reputation of thousand years may be undermined by the conduct of one hour. There is no business that have never hard challenges with their customers but the company ability to handle customer complaints and resolved it amicably is a sign of a mature company and a company that care for the happiness and wellbeing of its both potential and loyal customers.

Program Objective:

- ✓ The importance of hospitality first impression
- ✓ How to improve customer service in hotel industry
- ✓ The complete guide to hotel customer loyalty
- ✓ Handling hotel guest complaints
- ✓ Tips to teach employees to love and respect customers
- ✓ How to improve front office operations in hotel
- ✓ Customer service and anti-service
- ✓ Principles to understand customer service psychology
- ✓ Social media marketing for hotels and tips to boost your visibility

Who should attend?

- Customers, travelers, hotel employees, hotel associations, managers, directors, CEO, hotel consultants, governments, students, policy makers, Investors, businessmen, event organizers etc.

Program Outlines

Day One

Who We Are and What We Do

- Who Are Customers?
- What Is Customer Service?
- Who Are Customer Service Providers?

Day Two

Establishing Your Attitude

- Be In the Know
- Behavior that Turns-Off Customers
- What Can You Do Right Away To Improve Customer Service?
- Applying What You Have Learned

Day Three

Communication Skills

- Excellent Service through Effective Communication
- Listening Skills
- Verbal Communication Skills
- Non-verbal Communication Skills

Day Four

Identifying and Addressing Customer Needs

- Understanding the Customer's Situation
- Staying Outside the Box
- Meeting Basic Needs
- Going the Extra Mile

Day Five

Customer Service and Anti-Service




- What is anti-service
- A tale of two hotels
- Energy is contagious
- Pitching and candor
- Is automation anti-service
- Cancellation and anti-service

Training Methodology:

- Slide presentations
- Interactive discussion
- Simulations and Gamification
- Online Video material

Cost Quotation in Kuwaiti Dinars

The total cost includes:

-  Instructor(s) expenses
-  Training materials
-  Certification

Total Cost: 1500 KD per Participant
(One Thousand Five Hundred Kuwaiti Dinar)