

# Guest Service Skills For Hotels

**Aim** To increase the participant's ability to consistently provide superb guest service

**Objectives** By the end of this workshop, participants will be able to:

1. Describe the unique relationship that exists between a host and their guests
2. Name the three elements of the guest's experience
3. Explain the importance of guest advocacy and what is required to gain and retain it
4. Describe how to proactively recognise guest dissatisfaction and handle complaints more effectively
5. Produce a personal action plan based on the insights they have gained

## Format

This highly interactive workshop blends principles, case studies and participative exercises

## Overview

- Participants use their own experiences of the hospitality industry as case studies
- An exploration of the relationship between a host and their guests
- The unique psychology of being a guest
- Why the three elements of the guest's experience are interdependent
- The participants explore how the needs and desires of their guest segments may differ
- How to consistently create the right first impression and build rapport
- An exploration of the three root-causes of conflict and complaints
- Understanding the service recovery paradox
- How to handle complaints effectively
- Participants will complete their personal action plan

