



## MAKING THE DIFFERENCE GUEST CARE PROGRAMME

### Course Aim



To provide team members with an understanding of how to relate to guests and colleagues to improve communication and creating positive interactions.

### Course Objectives.



To identify good and bad personal experiences and relate these to good guest care skills and ascertain what guests really want.



To identify why guests leave.



To understand how we impact our guests both directly and indirectly, as a whole team.



To understand the LEARN model and its effectiveness when dealing with guests.



To identify listening skills and how to improve the quality of listening within the workplace.



To use open questions to improve rapport with guests and colleagues.



To understand how people communicate.



How to use words and attitudes positively within the workplace to encourage a friendly, open atmosphere.



To identify positive body language and understand the importance of body language when dealing with guests.

### Programme Content:



The Service Experience



Building Rapport With Your Guests



The Power of Communication

### Duration of Programme

This is a tutor led course and will take 8 hours of training. It is interactive and fun!

### Programme Support

All delegates will receive a copy of the 'Making The Difference' Workbook and are encouraged to complete pre-course action plans and also action plans at the end of each section to consolidate understanding and highlight their own personal objectives.