



GUESTS FIRST

Customer Service Training Program

First, our Guest Basics

Training Goal:

What defines good service? This module will provide a summary of the basic hospitality skills necessary to deliver good service. While the basics are reviewed, the focus of the entire Guests First program is to look closer at our interactions with other people. Most of us know what to do, we just don't do it. Moods, perceptions, and attitudes (and many other reasons) are what get in the way, simply because we are human. Certain topics will be covered in depth in subsequent sessions.

First, our Guest Basics

- a) Fundamentally Speaking
 - Review Guests First menu and partnership with AHLEI
 - Introductions
 - Icebreaker - define Customer Service
 - Agenda
- b) Crossing paths with People
 - People are human
 - Visitor vision
 - Our day
 - Crossing paths
- c) Mission of the VCB
 - Who benefits from a high level of service?
 - Who is in control?
- d) Defining the levels of service
 - How do we know if a guest is happy?
 - Define the different levels of service.
- e) Do you know what service looks like?
 - What does good service look like?
 - Is "service" tangible or intangible?
 - Is customer service really that easy?
- f) The nuts and bolts of hospitality
 - Define the basic skills
- g) Moments of Truth
 - Touch points
 - Consistency
- h) Two personal goals
 - Just do it!

Learning Objectives:

- 1) Name two reasons why good service is so important?
- 2) What is the main reason our day is so different from our guest's day?
- 3) Why is customer service hard to define?
- 4) What one thing often leads to a satisfied guest?
- 5) Name six of the basics (nuts & bolts) of hospitality.
- 6) Who benefits from good service? Name three.
- 7) Of what we reviewed, what do you need to improve upon? Name two and how you will transfer what you learned to the work place.