Customer Service - Hospitality

Hospitality is hard, but what is harder is generating people coming back to spend their hard earned money.

Customer service is what brings people back time and time again and
getting it wrong will cost you dearly. Customers are 10 times more likely to tell people about a bad experience than a good one, so the margin for error is smaller than ever.

This workshop will help you set a non-negotiable base level of customer service for your business. The workshop consists of the following modules:

- What does the modern customer want?
- The meet & greet
- Communication
- Telephone skills
- Dealing with complaints
- Managing expectations
- Body language
- Going above and beyond
- Branded customer service

COACH Tim

tim@coachtim.net | +44 (0) 7480865666