

The Guest Care day is aimed at all staff that come into direct contact with the guests including: receptionists, telephonists, concierge, guest services, porters, waiters, barmen and room service employees. It would also include supervisory staff. Maximum group training numbers are sixteen delegates each day, with a minimum of six.

The **Guest Care** course is split into 6 sessions:

Introduction – gives an overview of Upfront! Training and outlines the overall objective of the course, which is that by the end of the day the delegates will be able to identify different types of guests and use positive interactive skills to proactively meet and anticipate their specific needs. The module is a generic customer care course based on the standards of excellence used within our quality audits including eye contact, smiling, attentiveness, using the guest's name and behaving in a respectful manner.

The guest – this session focuses on what 'luxury' means and what expectations are associated with it. In addition, this section will cover identifying the different types of guests and their specific needs.

Behaviour and attitude – deals with body language, speech and tone and how all of these affect service delivery.

Communication – deals with who the departments communicate with, how they communicate and the importance of clear and precise communication.

Complaint handling – follows a simple, four step pneumatic programme used to handle complaints.

Consolidation – occurs at the end of the day with a recap of the key areas covered during the course.

A variety of training techniques will be used during the day. These will include discussions in the group, syndicate work and role-plays, all of which are linked to the course material. A video will also be used to highlight the different types of behaviour and their effect on the guest. The atmosphere will be relaxed and conducive to learning. A workbook will be issued at the start of the day with additional handouts distributed during the course. During the day the trainer will also share their real experiences of outstanding, indifferent and poor customer service, while maintaining hotel confidentiality.

In order to assist the line managers in ensuring that the skills gained during the training are taken back into the workplace, an action plan will be issued to each employee at the end of the day. They will be given a deadline by which to fill out the form, agree the planned improvements with their line manager/head of department and copy it onto the hotel training co-ordinator. Once the agreed improvements have been achieved the line manager/head of department will sign off the form and it will be sent to our head office via the training co-ordinator. A certificate of achievement will then be issued to the employee.