

Reservation Skills is aimed at anyone that takes accommodation bookings and would include reservation agents, reception staff and night receptionists. It would also include supervisory staff and with smaller reservations departments it should include the reservations manager. Maximum group training numbers are sixteen delegates each day, with a minimum of six. The course is not suitable for sales managers/executives.

The **Reservation Skills** 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 demonstrate an understanding of the standards, processes, sales techniques and telephone skills used during a successful reservation transaction.

The standards – in this section of the course each of the reservation standards are discussed in order that the delegates understand their purpose and who each particular standard benefits (i.e. guest, hotel, reservation agent).

Voice skills – includes a discussion on the barriers to communication, with delegates being asked to identify which aspects are in their control and which are not. The key focus of the session is the voice and employees work on the areas they personally need to improve upon.

Implementing effective sales techniques – covers basic sales skills including up selling, suggestive selling, cross selling, product knowledge and question techniques (i.e. open vs. closed questions).

Reservations processes – breaks down the booking process into its various components (i.e. client profile, sales, value added extras and confirmation).

Consolidation – occurs at the end of the day and the delegates are asked to demonstrate and explain what they have learnt through the use of a fun quiz.

A variety of training techniques will be used during the day. These will include discussions in the group, syndicate work and various activities, all of which are linked to the course material. 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.