

Skillsbootcamp

14th October 2020

8:30 AM Service excellence

Summary:

We often ask our teams to deliver 5 star service yet many do not understand what this means. This sessions allows delegates to explore the world of luxury to truly understand guest expectations & the behaviours required to exceed them. By focusing on the 6'S we define the new luxury.

Key learning :

- What is service excellence in the 21st Century?
- Start with the basics and then build on them;
- Customer service vs customer experience;
- Developing a service culture;
- The top ten best tips we have found from reading 100's of articles and attending sessions.

It would suit:

From customer facing teams to supervisors and those needing to understand or improve their service levels. This a great refresher from some and an eye opener for others.

10:30 AM Upserving

Summary:

Aimed at restaurant and F&B teams this session gives practical upselling tools that show the link between sales & service without losing your customers & guests. These tools can be used immediately in the workplace to increase spend per head.

Key learning :

- Link between selling, standard and exceptional service;
- Creating advocates;
- Using the psychology to upsell - 6 selling tools.

It would suit:

For all guest and customer facing team members in hospitality and retail, that need to increase sales through repeat business, creating advocates and increase spend per head, upgrades.

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Inspiring learning in 90 minutes