

F&B HOSPITALITY AND GUEST RELATIONS ESSENTIALS

MAKE YOUR CUSTOMER SERVICE STAFF THE DRIVING FORCE BEHIND YOUR BUSINESS

This 2-day course provides guidelines and best practices for providing excellent customer service that will enable your front-line associates and service staff in back-up and support roles to build, maintain, and increase a loyal customer base



Workshop Outcomes

- Discuss best practices for delivering first-rate guest services and provide a forum for articulating standards specific to the organization.
- Give guidance regarding professional appearance, actions, and attitude.
- Suggest language for welcoming guests, interacting professionally, and closing conversations.
- Explain service body language and what is and is not appropriate.
- Review service management practices and compliance



Learning Methodology

- The topics are transferred by means of short focused presentations which are followed by experiential learning sessions, real-world examples and case studies in the class-room
- Rapid on the job learning and application is achieved by means of our Learnage App, Weekly reinforcements, On-the-Job Learning, Self-assessments, Facilitator mentoring and Constructive feedback.

The following topics highlights some of the course's key learning points. As part of your training program, we will modify content as needed to meet your business objectives. Upon request, we will provide you with a copy of the participant materials prior to the session



FRONT
OFFICE



CUSTOMER
SERVICE



HEALTH AND
SAFETY



F&B SERVICE



HOUSEKEEPING

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COURSE OUTLINE

At the end of this workshop, your nominated participants will be instrumental in maximizing the value that the customer service function brings to your organization and implement a 30-60-90 day action plan to demonstrate business outcomes in their respective departments



Front Office

- Understand the role and function of the front office
- Understand the importance of communication and knowledge of guests background
- Know the procedures for checking in guests
- Know how to deal with the departure of guests
- Know how to deal with guest requests during their stay



Housekeeping

- Know the basic elements of Housekeeping
- Know how to safely use different types of cleaning equipment
- Know how to clean and service guest room and bathrooms



Customer Service

- Understand the role of positive attitude, behavior, grooming and motivation in delivering customer service
- Know how to communicate information to customers
- Understand the importance of customer needs and expectations
- Know how to resolve customer service problems



F&B Service

- Explain the basic principles underlying the concept of hospitality
- Know how a service area operates, and how to prepare customer areas for food and drink service
- Know how to manage bookings
- Know how to greet customers and take orders
- Know how to serve customers



Food Sanitation, Health and Safety

- Understand the importance of food safety
- Understand how individuals can take personal responsibility for food safety
- Understand the importance of keeping him/herself clean and hygienic
- Understand the importance of keeping the work areas clean and hygienic
- Know about hazards and safety in the workplace
- Know their personal responsibilities for Health and Safety