

CREATING AN IMPACTFUL FIRST IMPRESSION

INTRODUCTION

Embark on a transformative journey into the world of F&B with our Bite-Sized training programs, designed to sculpt service excellence and hone skills in digestible, bite-sized portions. Our innovative training program redefines the way you approach service and equips you with the skills needed to thrive in the dynamic and exciting F&B industry.

OBJECTIVE

Bite-Sized training programs focuses on the Service Sequence and not only impart technical skills but to inspire a passion and empower employees with the knowledge, skills and confidence needed to excel in exceptional service, turning employees into ambassadors of excellence.

LEARNING OUTCOME

- ✓ Participants will be able to impress the customer with a positive first Impression.
- ✓ Participants will be able to portrait a professional image while using verbal and non-verbal communication effectively.
- ✓ Participants will be able to personalize their approach creating excellent rapport with every customer.

MODULES

- **The Importance of a Warm Welcome**
Understanding why first impression matters and how a warm welcome sets the tone for a positive customer experience.
- **Professional Appearance and Demeanor**
Emphasizing the significance of a professional appearance and demeanor in the workplace.
- **Non-Verbal Communication**
Exploring the significance of body language, eye contact and facial expression in creating a welcoming atmosphere.
- **Greeting Techniques**
Teaching various greeting techniques, such as verbal greetings, hand gestures, and acknowledging customer as they enter.
- **Personalization**
Discussing the benefits of personalized greeting, including using customer names and tailoring greetings based on the time of day and special occasions.
- **Handling Busy Periods**
Providing strategies for maintaining a welcoming atmosphere during busy times, ensuring every customer feels acknowledged and valued.
- **Building Rapport**
Techniques for building rapport with customers through genuine and friendly interactions, fostering a connection that enhances the overall customer experience.
- **Empathy and Active Listening**
Emphasizing the importance of empathy and active listening during greeting to understand customers' needs and make them feel heard and valued.

PARTICIPANTS

Employees who interact with customers on a daily basis.

NUMBER OF PARTICIPANTS

5 - 15 Pax

PROGRAM DURATION

4 hours

METHODOLOGY

Lectures,
Interactive Activities
and Role Play

ImPACTing Hospitality Businesses through Customized Training and Coaching

CONTACT US NOW

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