

EFFECTIVE HOSPITALITY COMMUNICATION AND CUSTOMER SERVICE AT ITS BEST



ABOUT US

PACT SOLUTIONS was founded by Certified Hospitality Professionals in 2013 to provide Food & Beverage establishments a complete range of Essential Training and Management Services to stay ahead in the Food & Beverage and Hospitality Industry.

We create a Smart Partnership with your organization to fully understand your unique Business Strategy, Objectives, Concept and Culture to assist your organization grow to its full potential. We customize our programs / packages to assist organizations address their challenges in all areas of a Restaurant.

OUR COMMITMENT

- ✓ Creating Professional Service Employees
- ✓ Increasing Productivity through Employee Knowledge and Skill
- ✓ Building a Strong Team
- ✓ Improving Customer Experience
- ✓ Food Hygiene, Safety and Sanitation Practices
- ✓ Increasing Sales and Profits of the Organization

We provide Customized and Follow-Up Trainings, Coaching, Retainer Services, Training Evaluations and Reports.



INTRODUCTION

Effective Communication is vital for employee Performance and Productivity and providing Excellent Customer Service is important in creating a Positive Customer Experience thus increasing Profitability.



OBJECTIVE

This training program will enable participants to communicate effectively among Customers and Peers while knowing the importance of Customer Service and ways to manage and impress the customer effectively Minimizing Complaints and Increasing Positive Experience.

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LEARNING OUTCOME

- Participants will be able to communicate effectively among Customers and Peers.
- Participants will be able to use Hospitality Words and Non-Verbal Communication effectively.
- Participants will be able to create a lasting 1st Impression which will encourage Repeat Business.
- Participants will be able to 'WOW' the customer with Impressive Customer Service.
- Participants will be able to effectively Manage and Minimize Complaints.

MODULE CONTENT

MODULE 1 | EFFECTIVE HOSPITALITY COMMUNICATION

This module will enable the employee to understand the importance of Communication in the Workplace and the Flow, Communication Process and Skills, the 4 basic Communication Styles and the 5 types of Communication, essential Hospitality Words and ways to effectively improve their Level of Communication.

MODULE 2 | CUSTOMER SERVICE AT ITS BEST

This module will enable the employees to understand the importance of Customer Service, the 6 Pillars of Customer Service, difference between Core and Value-Added Service, 5 Fundamental Customer Service Attitude, creating the 'WOW' factor, identifying different types of Customers and their Needs and how to Handle Complaints Effectively.

METHODOLOGY

Lectures
Role Play
Interactive Activities

PARTICIPANTS

All levels of employees who
interact with customers

NUMBER OF PARTICIPANTS

5 – 15 Pax

PROGRAM DURATION

2 days / 16 hours

ImPACTing Hospitality Businesses
through Customized Training and Coaching

CONTACT US NOW

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