



Improving Confidence in Handling Visitors and Guests

Objectives

The aim of this training is to learn how to effectively gather customer feedback, have the confidence to respond to all feedback, professionally handle challenging customers and to overcome and resolve any issues or complaints.

This training workshop is suitable for any guest/visitor facing team members and managers who want to develop their skills in improving the customer experience and become more confident in engaging with and handling different customers and guests.

Overview of Training

This training will be delivered by Melanie Cash, a specialist trainer in the Hospitality Industry, in a 2.5-hour virtual workshop, on **Tuesday, 6th April** from 09:30am to 12:00noon. A Zoom invite will be forwarded to you once you have booked onto the course, via Eventbrite, so that you can join the training workshop.

Contents

- Identify the importance of seeking guest/visitor feedback and the need to respond accordingly
- Demonstrate the skills needed to encourage feedback and deal with challenging customers: complaints, problems and negative reactions
- Identify any challenges they face in delivering an exceptional guest/visitor experience and how to overcome these
- Put forward recommendations to improve the visitor experience

Preparation for the workshop

Please have with you on the day of the workshop, any brand information, vision and values, if you have them in your business. This information will be useful to refer to in some of the breakout sessions.

You should have a note pad and pen ready so that you can make your own notes during the training. A copy of the training slides used during the workshop will be forwarded for you to keep along with any other relevant handouts.