

# CUSTOMER SERVICE: HOSPITALITY

Training course offered by VETTA Communication (Pty) Ltd.



## OBJECTIVES

There's no industry that DEMANDS customer service more than the hospitality industry -- hotels, restaurants and related sectors. Learn how to provide effective customer service in the hospitality industry by attending this practical workshop which highlights customer perspectives, perceptions and expectations.

## COURSE CONTENT

### Definition of Customer Service

#### The Art of Customer Service

- Impact on the industry; ten simple rules
- Guest service standards and expectations
- Approach; first impression, body language and verbal content
- Common mistakes when dealing with guests
- Establishment suitability towards guest service

#### Identifying Guests/Patrons

- Guest profiles
- Understanding guest perspectives, perceptions, expectations
- Understanding the generation gap
- Understanding cultural diversity locally and internationally

#### Managing Guests

- Guest value to the establishment
- Managing guest disappointments; problems and complaints
- Taking initiative and being pro-active; thinking solution not problem
- Industry information and knowledge – offering a bigger picture
- Making a difference every time to ensure repeat visits
- Dealing with foreigners and language barriers

#### Bookings and Reservations

- Special offers
- Meeting guest needs by effective listening, reconfirming and feedback

#### Dining Rules of Service

- How to serve
- General dining rules and etiquette
- Expected levels of hygiene
- Rules for waitrons

Workshop suitable for all  
hospitality industry staff;  
Hotels, B&B's,  
restaurants and other  
related tourist hot spots.

## COURSE DETAILS

**Duration:** 1 day

**Date:** 2011

**Time:** 08h30 - 16h30

**Cost:** R1766.00/person excl. 14% VAT

**Included:** Lunch, refreshments, facilitation, training manual, E-certificate, personalised feedback and unlimited post training support.

**Venue:**

**This workshop can also be presented at your premises**

Book on line [www.vetta.co.za](http://www.vetta.co.za) or contact 086 111 VETTA (83882) or *Email:* info@vetta.co.za



VETTA Communication (Pty) Ltd.  
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"Passion colours everything it touches"

