



Service Edge™

Ensure Guest Satisfaction

Today's hospitality professionals agree that hiring and retaining the highest caliber of service representatives is a top priority to ensuring guest satisfaction. These representatives play a vital role in generating repeat business and boosting service scores, which is why the **Service Edge™** training program was created.

Signature Worldwide, the leader in hospitality training, designed Service Edge to address one of hospitality's most difficult operational challenges — how to deliver and maintain the high service levels guest expect from a hotel.

Service Edge is a fun, unique and empowering training solution that gives frontline and support staff the training, motivation and confidence they need to make every guest encounter a positive one.

Through a variety of techniques, including mystery shop calls, staff will learn how to:

- Help the customer in order to create immediate and lasting satisfaction
- Act on customer requests in a service-honoring way
- Handle challenging situations with winning results.

By using **Service Edge** to improve guest impressions from arrival to departure, your employees, your guest and your business will benefit.

Description

Signature will teach your staff how to help customers, act on guest requests and handle challenging situations with one- to four-days of **Service Edge** training. With this program, participants learn to impact guest impressions, while increasing repeat business and service scores.

Who Should Attend?

- Reservations
- Bellman
- Concierge
- Housekeeping
- Maintenance
- Food & Beverage
- Transportation
- Retail
- Activities

Learning Objectives

Through a variety of techniques including role-playing, employees will learn when, how and why to:

- Provide legendary service at every customer touchpoint
- Build rapport with guest during check-in and check-out to enhance the customer experience and build customer loyalty
- Handle guest requests in a way that guarantees guest satisfaction.

