



Revising Service

Workshop Objectives for Leaders

- i. Plot the guest journey from pre arrival to departure, identifying key service areas that need to be evolved
- ii. Develop a plan for preparing guest areas prior to the re-opening; areas to consider: Sanitised Arrivals, Contactless Departures, Technology Driven Service, In-Room Amenity Changes, Social Distance Dining
- iii. Determine changes and / or new policies and procedures required to support guest situations – becoming ill, guest non-compliance with safety standards
- iv. Identify and develop service standards to support new service experiences for operational areas – Front of House, Housekeeping, F&B, Spa
- v. Develop a plan for department on-job service skills training using skilled trainers

Workshop Objectives for Staff

- i. Identify guest service expectations in the pandemic world
- ii. Explain the importance of inspiring guest confidence and trust
- iii. Demonstrate a specific range of service skills for their operational area
- iv. Discuss how to handle difficult situations with guests

Workshop Benefits for the Company

- i. Developed service standards to meet the new expectations of guests
- ii. Strategic plans for effectively welcoming guests back

Workshop Benefits for Individuals

- i. Trained on service standard changes / revisions
- ii. Documented guidelines for reference
- iii. Confidence in dealing with returning guests and their new expectations