

Hospitality Workshops:

Training consists of three 4.5hr workshops, delegates have self-reflections complete in between sessions to show learning and understanding. We can of course base topics around any specific development areas identified during the TNA with the employer.

Session 1: Maintaining customer service through effective handover

- Responsibilities in a customer service team
- Following up customer service actions
- Maintaining customer service through effective handover

Session 2: Safe, hygienic and secure working environments in hospitality

- Personal responsibilities under the Health and Safety at Work Act
- The importance of working in a safe and hygienic way
- Hazards and safety in the workplace

Session 3: Resolving customer service problems and promoting additional services or products

- Responding to a customer service problem when it is raised
- Importance of promoting additional services or products that are available
- Promoting additional services or products to customers to benefit organisations and its customers