

Day 1 Overview

- Customer Interaction
- Our customers and services
- Customer expectations
- Video: *“The Guest”*
- Effective Listening
- Communicating With the Customer
- Questioning Techniques
- Video: *“What Do You Say?”*

Day 2 Overview

- Empowerment/Management
- Video: *“The Difficult Guest”*
- Customer service experiences
- How Attitude Affects Customer Service
- Video: *“Attitude Virus”*
- Stress and Time Management
- Personality
- Video: *“Give ‘Em A Pickle”*

- Always with a Spirit of Excellence -