



THE ASTOUND GROUP, SERVICE QUALITY ADVISORS

Allow us to help you stand out and astound!

Module 3: ACE IT!

Would you like your associates to learn how to be “on stage” at all times? Do you want them to learn techniques to deliver and execute astounding and amazing guest engagements? Do you want them to be empowered and more comfortable in problem handling by understanding how to help guests with problems, resolve their own problems? Do you want your associates to be at par with luxury hotel customer standards?

What is this training all about?

The Astounding Customer Engagement Intuitive Training (ACE IT) is a half-day fun and interactive guest engagement and problem handling learning experience. It uses The Art of Engagement and The Art of Problem Handling as the core foundation of training that may complement your company’s already existing modules. Participants will be introduced to luxury customer standards and practices so they can be at par with iconic and legendary hotel companies. In the end, participants will learn and use the applicable techniques for your organization to ensure consistent delivery and execution of astounding guest engagement.

Deliverables:

- Improvement of guest engagement and more empowered guest contact associates.

Workshop Requirements:

- Minimum participation is 8 high guest-contact associates
- Meeting Room with 4 flip charts, Audio/Visual set-up for the workshop
- Participants are invited to bring their own iPhone device for video taping their role-plays

Consultant Requirements:

- Applicable board and lodging.
- Travel expenses to include R/T Airline fare, airport transfers or applicable mileage charges if drivable from consultant’s place of business
- Consultant Fee: To Be Advised

Privacy and Confidentiality:

The Astound Group will adhere to the strict confidentiality of data and information provided by the client