



600 Series Customer Service Training

SSA601 Exceeding Guest Expectations ©SSA

Who Should Enroll: Anyone presently in or interested in the hospitality industry psyche.

Course Description: This class will cover the meaning and philosophy of customer service. Attendees will look at the guest through a different eyeglass. They will learn to work with behavioral challenges and to exceed guest expectations with valuable tools for success. Learn quality policies and procedures to guarantee customer satisfaction with proven methods. Prepare to know what the guest wants and how to give it to them in a professional, caring, courteous, tactful, and responsible manner. Gain invaluable information to share with fellow employees. Discover the tantamount benefits of being truly hospitable: having the right attitude, dress, and manner. Zagat survey says seventy five percent of all guests return to hospitality establishments for the quality of service not the food or room comforts. This portion sets the stage for the skills training

Prerequisite: None Class Time: 3-8 hours Materials: Handout

SSA602 Going the Extra Mile: Customer Service Skills©SSA

Who should enroll: Hotel, Resort and Motel Front Desk Guest Service Staff, Hospitality Management Trainees and Rooms Division Supervisors. Anyone who interacts with guest services and those interested in a career path in hospitality.

Course Description: Discover service skills that impact hotel guests and find the tools to read the guest's needs while maintaining guest security. Learn to deal with the challenges that may occur and understand how to handle yourself in all situations allowing you to exceed exceptional customer service as the first point of contact for the guest. Utilize hands-on activity, role play, as well as case study.

Pre-requisite: SSA601 Class Time: 3-8 hours PPT Handout: English



SSA603 **G.R. E.A.T.: Guest Room Exceptional Attendant Training® AH&LEI**

Who should enroll: Hotel, Resort and Motel Housekeeping and Room Attendant Staff, Hospitality Management Trainees and Housekeeping Supervisors. And those interested in a career path in hospitality.

Course description: This class will cover service skills for Housekeeping and Room Attendant employees and give them the tools to provide quality service in all aspects of the guest's arrival and stay at the property. The class will cover the essentials of guest security and the proper interaction with the guest while covering the basics of cleanliness and room inventory. The class will incorporate hands-on activity, role play as well as classroom study.

Prerequisite: None **Class Time:** 3-8 hours **Materials:** workbook