

Learn how to maintain the passion for service

THE PSYCHOLOGY OF SERVICE EXCELLENCE



An extremely fun and engaging 'guest focused' workshop separated into 3 different segments which focuses on the psychological and practical aspects of providing an outstanding service quality. The workshop uses concepts from the Disney Approach to Quality Service, real life examples, interactive roles play, videos, coupled with moments of reflection and contemplation to create an all round effective and successful workshop. It provides us with psychological and practical skills to be able to maintain freshness and enthusiasm in service levels, recognize and avoid the symptoms of service burnout, maintain awesome body language, overcome service challenges practically and psychologically, and ensure guests are treated as people with compassion, empathy and understanding. It provides support tools that we can employ in different situations to maximize every guest interaction

By the end of this course, participants will be able to:

- ◆ Enjoy increased productivity and service levels across an organization.
- ◆ Increase guest satisfaction scores
- ◆ Increase moral and wellbeing of team members
- ◆ Be fully engaged and optimise their communications skills
- ◆ Enjoy stability and growth and provide an Epic guest service experience

Understand and appreciate different cultures

CULTURAL AWARENESS

Having the ability to work effectively in a multicultural environment is essential to businesses who are setting their sights globally, whether you employ a diverse team of people, deal with international suppliers or welcome overseas guests to meetings and events. The course highlights some crucial cultural differences to avoid embarrassment, explains how to develop your and your team's cultural awareness, and features several scenario exercises for you to test your knowledge along the way.

By the end of this course, participants will be able to:

- ◆ Understanding the impact of culture and its importance
- ◆ Understand the different cultures that exist in your workplace
- ◆ Know the most important values of the different cultures within your team
- ◆ Identifying possible challenges or misunderstandings.
- ◆ Create strategies to overcome cultural challenges and differences
- ◆ Come up with guidelines and ways to support each other moving forward
- ◆ Enhanced Working relationships
- ◆ Create more openness and understanding among your team members



Be not disturbed at being misunderstood

EMOTIONAL INTELLIGENCE



In this course, you'll learn skills such as how to interpret and manage your emotions and balance your optimism and pessimism, using coping methods and relaxation techniques, managing your non-verbal communication and more. The course will allow you to be more aware of your own thoughts and feelings and as a result it will improve your ability to interact calmly with others, both in the workplace and at home. This newly found emotional "awareness" allows you to communicate more effectively, succeed at work and achieve your career and personal goals in a shorter amount of time. This dynamic training course is available now throughout Indonesia.

By the end of this course, participants will be able to:

- ◆ Know and understand the core principles of emotional intelligence.
- ◆ Be able to recognize emotions more accurately.
- ◆ Be able to manage intense emotions more effectively.
- ◆ Know how to reduce levels of stress.
- ◆ Be able to manage others more effectively.
- ◆ Be more skilled at dealing with difficult conversations.
- ◆ Be able to motivate themselves and others.
- ◆ Know how to live a more balanced life.

Guest Contact course for non-native English speakers

GUEST CONTACT SKILLS



This is a foundation level guest service program for service teams who are non-native English speakers and who provide a 5-star level of service in English language. This course introduces us to the core principles of customer service. By employing these principles and adopting the correct attitude, we will be able to handle the clear majority of customer interactions with ease no matter how unusual or complicated they are.

The focus of the course is to teach how to handle customer service scenarios through a variety of examples as this is the quickest way that we learn. Examples are provided for many environments such as retail, face-to-face customer service, helpdesk, call center support, medical support and so on. We also explore several methods to handle customer complaints, learn how to say 'no' and discover how to tackle different challenges professionally

By the end of this course, participants will be able to:

- ◆ Be highly skilled in guest interactions and enjoy increased confidence
- ◆ Enjoy a reduction in communication breakdowns.
- ◆ Increase guest satisfaction scores leading to sustainable profits and repeat business from international customers
- ◆ Lower turnover rates due to demotivated and disillusioned team members
- ◆ Enjoy increased productivity