MERCURY

Guest Service Professional Training Course

24 – 28 May 2027
Nairobi (Kenya)



Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

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Guest Service Professional Training Course

Ref: 15418_1063680 **Date:** 24 – 28 May 2027 **Location:** Nairobi (Kenya) **Fees:** 5300 Euro

Introduction:

Throughout this guest service training, we will delve into the fundamental principles of guest service excellence and explore the techniques instrumental in enhancing guest satisfaction and loyalty. It addresses the key question of guest service. It encapsulates not just the definition of guest service but also practical skills such as effective communication and interpersonal skills for service recovery and problem-solving.

The goal is to help participants meet and empower them to exceed guest expectations, explore the importance of guest service and the art of personalization, and go beyond the basics to deliver tailored experiences that resonate deeply with guests. They will discuss strategies for upselling, cross-selling, and building guest loyalty through recognition and rewards, which are essential duties of a guest service professional.

Participants will develop various guest service skills, embrace the definition, and understand the vital role of a guest service specialist or manager. Each trainee will be well-equipped to create exceptional guest relations and uphold the utmost standards of excellence in their respective positions.

Why is Guest Service Important?

Understanding why guest service is important in the hospitality industry is critical. Providing exceptional guest service builds customer loyalty, drives repeat business, and enhances an establishment's overall reputation. A guest service professional is responsible for exhibiting exceptional guest service skills, defining the meaning of guest service through their actions, and ensuring that the guest service responsibilities they are tasked with are performed to the highest standard.

Targeted Groups:

- Hospitality professionals.
- Customer service representatives.
- Retail and sales staff.
- Event Planners and Organizers.

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Course Objectives:

At the end of this guest service professional course, participants will be able to:

- Grasp the importance of guest service excellence and its impact on customer satisfaction and loyalty.
- Demonstrate effective communication and interpersonal skills to foster positive guest interactions.
- Handle challenging situations and resolve guest complaints promptly and effectively.
- Apply problem-solving techniques not just to meet but exceed guest expectations.
- Deliver personalized guest experiences by understanding preferences and customization opportunities.
- Utilize guest profiling and data analysis to enhance personalization and create unforgettable experiences.
- Identify opportunities for upselling and cross-selling to heighten guest satisfaction and increase revenue.
- Foster guest loyalty through personalized recognition and rewards programs.
- Create and sustain a continuous improvement culture in guest service by acting on feedback and suggestions.
- Exhibit a guest-centric mindset and deliver exceptional service across various industries and roles.

Targeted Competencies:

Upon the end of this guest service professional training, participants' competencies will be able to:

- Introduction to Guest Service Excellence.
- Going Above and Beyond in Delivering Service.
- Crafting Personalized Guest Experiences.
- Mastery of Service Recovery and Problem Solving.
- Enhanced Communication and Interpersonal Skills.

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Course Content:

Unit 1: Introduction to Guest Service Excellence:

- Understanding the role and importance of guest service in various industries.
- Identifying the key elements that epitomize exceptional guest service.
- Exploring how guest service profoundly affects customer satisfaction and loyalty.
- Developing a guest-centric mindset that is at the core of guest service excellence.

Unit 2: Communication and Interpersonal Skills:

- Effective verbal and non-verbal communication techniques tailored to guest service.
- The role of active listening and empathy in creating positive guest interactions.
- Techniques for building rapport and establishing positive first impressions.
- Strategies for handling challenging situations and diffusing potential conflicts.

Unit 3: Service Recovery and Problem-Solving:

- Best practices for effective service recovery as a guest service coordinator or manager.
- Handling guest complaints and resolving issues with prompt efficiency.
- Developing problem-solving abilities to meet and go beyond guest expectations seamlessly.
- Proactively anticipating and rectifying potential service gaps.

Unit 4: Delivering Personalized Guest Experiences:

- Unraveling guest preferences to identify customization opportunities.
- Leveraging guest profiling and data analysis to elevate personalization.
- Crafting memorable experiences through meticulous attention to detail.
- Engaging guests with tailored recommendations and delightful surprises.

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Unit 5: Going Above and Beyond:

- Understanding the nuances of exceeding guest expectations and why guest service is important.
- Seizing opportunities for upselling and cross-selling that benefit both guests and the business.
- Fostering unwavering guest loyalty through personalized recognition and rewards.
- Cultivating a culture geared towards continuous improvement in guest service standards.