

# Hilton Hotel Service Training Manual

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acg has incorporated the various customer service experiences from everyone ranging from the customer and the company representatives to the owners and policymakers to produce an approach from an unbiased position by doing this we could discover and present solutions that will fix the problem at its core by starting at the top of the company and working down to the ground level of face to face customer service this project requires us to work as a team our team comprises competent members from our meeting the need customer service training class as a team we divided the responsibilities and research equally among all members we each focused on a particular section of the requirements and followed a project completion schedule by so doing we could focus our individualized attention on every area and detail also we coordinated through email and telephone for all additional support and communication by dividing responsibility doing thorough research collaborating on our ideas and attentively discussing all aspects of the issue we unified as a team to achieve dependable customers this highly interactive training workshop provides a toolbox of skills for effectively and efficiently handling all types of customer interactions participants will learn customer service skills to help improve their performance and present a professional knowledgeable image that reflects well on your company at the program s conclusion you should be able to describe exceptional customer service identify the benefits of excellent customer service recognize barriers to the delivery of outstanding customer service adapt to specific customer personality behavior styles

demonstrate how to measure customer satisfaction levels and take corrective action if needed describe techniques for dealing with angry or upset customers develop a personal action plan to improve customer service skills

the training manual is written for those who work in airlines cruise lines hotels motels resorts clubs bars and restaurants hospitality and tourism workers help people enjoy vacations and entertainment activities commitment communication and computer skills and enthusiasm are skills employees need to make customers happy and satisfied the hospitality skills include role play activities assessments telephone etiquette customer service exercises checklists and group activities trained employees can increase revenue and customer satisfaction icigroupintl.org

as part of ongoing assistance to the erb aed s brian mccotter and luisa freeman traveled to zambia in late january 2003 for consultations and to conduct a training seminar entitled customer service theory and practice the main goals of the seminar were to explore the importance of internal and external communications consumer affairs and public outreach for regulatory agencies and energy why is customer service in such a funk what is causing this service malaise despite the lip service being paid to the significance of the customer in contemporary business government and public life if customer service and contact with a customer or client are so important for the success of a company or organization then why are some companies and organizations failing in this critical d customer base the size and composition of the customer base to be surveyed is critical if the data will be valid to inform the ultimate customer service improvement plan admittedly there are times when you will have to say no but focus on what you can do for the customer accentuate the positive and not the negatives of the situation better to say i m sorry this is one of the ideal phrases for customer service it helps to placate the angriest of customers and allows you to begin the process of solving a customer complaint or request and meet him her half way apologizing does not mean you agree with the customer but it is a means to empathize and move beyond the emotion of the moment and negative impact

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