

## Hospitality Rx | Customer Service Enhancement Tool Kit

### Pleased to Meet You

Originally created for the hotel and hospitality industry, this customer service training package is designed to accommodate the needs of **any** business looking to offer a higher level of customer service at a reasonable investment.

The Customer Service Enhancement Tool Kit provides your company great deliverables including valuable training and customized tools. Let us help make your staff perform as professionals and increase the quality of the experience for everyone that you welcome to your establishment.

### What Makes Us Unique?

- Our program is created and run by hospitality professionals with **combined service of over 40 years** of four and five-star hotel concierge service experience.
- We will empower your team with the basics for providing improved and efficient customer service with fun and unique perspectives on service basics.
- We will create custom branded tools that your team may use moving forward for reference and to distribute to your guests.
- We will provide you with a custom online service portal with customized speed links to your preferred vendor information at no more than a few clicks and quick access to PDF files of the all-important handouts.

## Our Deliverables

Staff Training with handouts and guidebook	Custom Hotel Knowledge Points Pocket Guide (x25)
Custom Walking Map PDF (One sided)	Custom Online Service Portal with <i>Speedlinks</i>
Custom Preferred Restaurant Guide	

### Staff Training

We can offer a comprehensive custom seminar or we work with you to avoid additional payroll costs. We can also offer staff training that can be done on the job with shadow training. During the training 12 basic skills of service will be presented to your staff in an entertaining and memorable manner by a seasoned customer service professional.

### Skills Enhanced

Empathy, Patience & Adaptability	Time Management & Goal Orientation
Hospitality	Keeping Calm
Attentiveness	Handling Surprises
Communication & Listening	Performance & Persuasion Skills
Knowledge	Tenacity & Exceeding Expectations
Positive Attitude	Open to Learning

## Custom Walking Area Map PDF

Our in-house experienced map designer will create a branded custom walking map for the area surrounding your property. This map will have your preferred and most requested locations on it for your staff to be able to point out, highlight and distribute to your guests. You will have the opportunity to contribute and make final approval. A custom PDF map is included in the package however, we also offer great printing options.



## Knowledge Points Pocket Guide

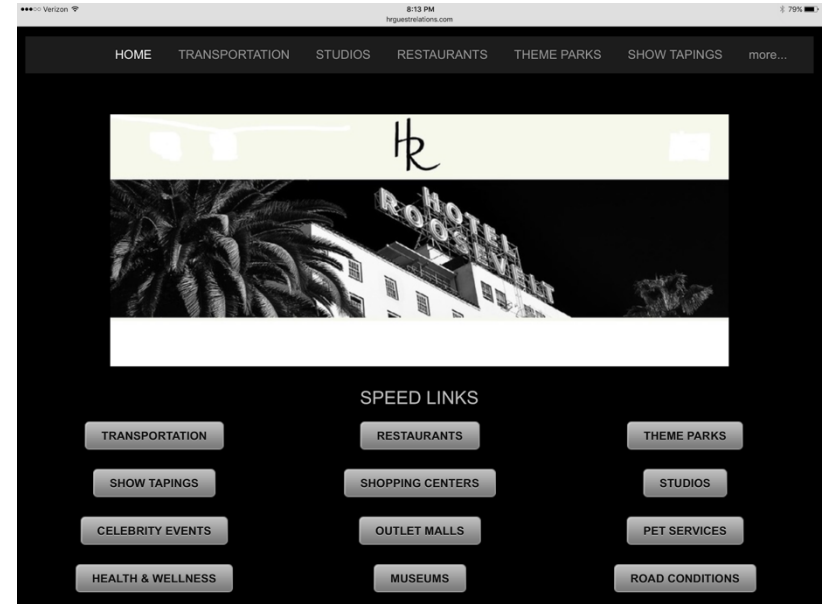
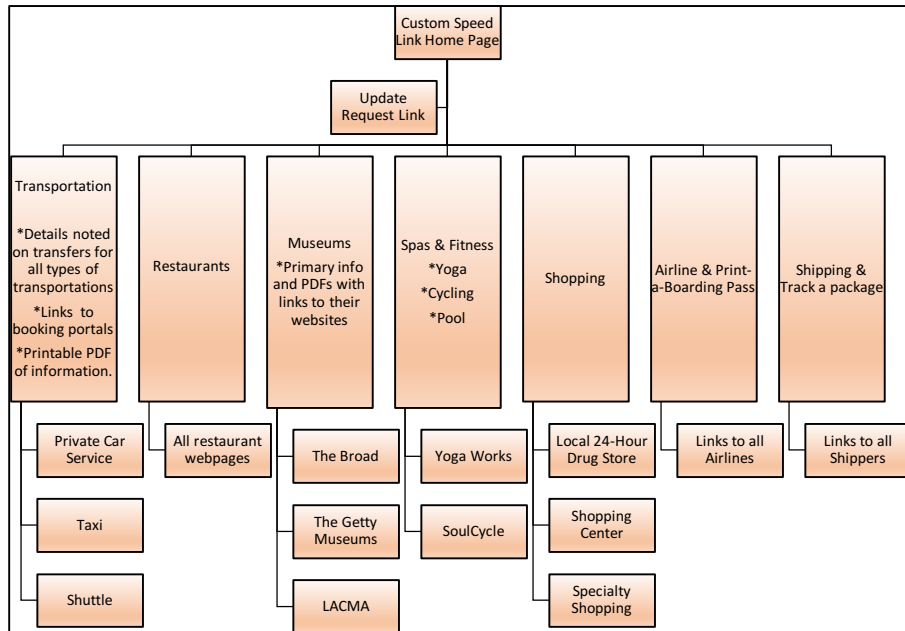
The Knowledge Points Pocket Guide will be printed on card stock and will contain a summary of all the service standards with a customized front panel with all your hotel details on it. Your staff will look like seasoned professionals with this in their pocket at all times ready to provide all the specific details of your property.

## Restaurant Guide

Many properties don't realize the value of a local restaurant guide, if you have anyone spending an extended period of time with you they will find great value in this. We will help create this guide in a format that your staff can easily update. We will have this completed prior to arrival based off the answers provided from your staff on an advance questionnaire.

## Custom Service Portal with Speedlinks

One of the most exciting components of this package will be your **Custom Service Portal** with custom *Speedlinks*. The custom *Speedlinks* will provide complete and concise information in a matter of seconds making your staff look like seasoned professionals. Each of the *Speedlinks* will also provide access to valuable PDFs providing printable handouts your staff may use.



Here is an example of the landing page of a **Custom Service Portal**, specifically branded with a very simple format and easily navigated.

## The Bottom Line is your Bottom Line

We will provide your staff with the great foundational cornerstones of customer service with fun training as well as providing tools for them to work with long after our visit. In an effort to bring you the most cost effective program we created an efficient and entertaining 1-day training program. We will follow up in 2-weeks with the promised hard deliverables and additional training. The primary training day is observation and initial implementation, whereas the second day on property includes training brush up and final product implementation.

**We look forward to speaking with you  
about how we can assist your team  
to perform like true hospitality professionals.  
Please reach out to us at 424-234-8794  
info@hospitalityrx.com**