



INNOVATIVE MANAGEMENT & PROFESSIONAL TRAINING

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THE SPIRIT OF HOSPITALITY

(An American Hotel and Lodging Association (AHLA) Certificate of Completion Award Program)

Duration: 6 hours



This unique guest service training program teaches employees how to see things from the guest's point of view, strive for service excellence, and work as a team. The WORKSHOP is broken into seven segments including these topics:

- Introduction to Guest Service
- Guests – What Do They Want?
- The Guest's Point of View
- Reaching for Service Excellence
- Invest in Yourself
- Teamwork
- That's the Spirit

Each participant receives a Manual and a Certificate of Completion. The Manual helps employees retain what they have learned in each segment and the certificate gives them a sense of accomplishment.

Maximum number of participants: 20