



## Exceptional Customer Service

### Top techniques in delivering unforgettable customer service

Exceptional customer service is the key to success for any hospitality business; it leads to customer loyalty, positive online reviews, increased revenue, and greater employee satisfaction. In this highly interactive and fun workshop, we will help your customer-facing teams engage with your customers with confidence and professionalism.

#### For your business this workshop session will:

- Support induction and provide pre-season refresh training for your front-facing teams
- Drive a strong and consistent customer focused mindset within your business.
- Equip teams with key skills to engage confidently and professionally with customers
- Help promote the reputation of your business through enhanced customer satisfaction

***On completion of the programme, the participant will receive a Fáilte Ireland certificate.***

#### Who is this programme for?

- All new team members who have daily contact with the customer or visitor and who have a responsibility within the business for the provision of service quality.
- A refresher programme for those front-facing team members who are now working directly with customers or visitors.

#### Register Now

[Click here](#) to access the full schedule and locations for these **2 hour in-person** workshops and to register participants.

***A maximum of 6 participants per business - limited spaces available.***

For any queries contact your regional team contact.