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GUEST
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SERVICE & LEADERSHIP SOLUTIONS

Greet ◆ Understand ◆ Engage ◆ Sell ◆ Thank

GUEST SERVICE TRAINING PROGRAM

ABOVE &
BEYOND


GUEST SERVICE

“ _____ ” Guest Service means to consistently deliver exceptional “*Above & Beyond*” Guest Service behavior that influences our guests to want to come back to us resulting in a competitive edge for the “ _____ ”

“your organization/group”



WEEKLY SCHEDULE

DAY OF WEEK	Manager & Onboarding	Guest Service
MONDAY	Coaching vs. Managing	(G) GREET
TUESDAY	Resort Team Member Protocol	(U) UNDERSTAND
WEDNESDAY	Resort Safety Procedures	(E) ENGAGE
THURSDAY	Resort Behavioral Policies	(S) SELL
FRIDAY	Resort Performance Standards	(T) THANK 





GUEST provides . . .

- Customized Behavioral Solutions
- Live Stage Engagement
- Guest Interaction Expectations (face-to-face & virtual)
- Online / Hardcopy Personality Assessment
- Strategic Coaching & Mentoring
- Enterprise Resort Discovery Hunt
- Memorable Fun and Laughter
- Connecting Vision to Individual Team Member Work
- Savvy Rewards and Recognition Program
- Increased Financial Profit
- Higher Team Member Retention
- Qualitative & Quantitative observational focus groups
- Mystery Guest Tests
- Selling and Upselling Product Practice
- Leadership Development



SERVICE & LEADERSHIP SOLUTIONS

Greet ♦ Understand ♦ Engage ♦ Sell ♦ Thank

PAVE the WAY for our GUESTS

P = PHYSICAL
A = AUDITORY
V = VISUAL
E = ENGAGE



GUEST PROFILES



"D" Direct & Dominant
Complainer Charlie & Type A Alice



"I" Influential & Interactive
Chatty Cathy & Helpful Hank



"S" Steady & Stable
Steady Eddy/Analytical Annie



"C" Compliant & Conscientious
Humble Harry/Shy Sally





Resort Expected Behaviors

(G) GREET our GUEST

SAY: Welcome!...

8 Feet Rule

Share Your Name with Guests

Ask Guests for their Name

Eye Contact, Smile, Lean Forward

Resort Expected Behaviors

(U) Understand our GUEST

Ask (3) Exploratory Questions

Eye Contact, Smile, Lean Forward





Resort Expected Behaviors

(E) Engage our GUEST

Deliver Active Listening

- **Eye Contact, Lean Forward, Paraphrase**

Capture Facts with Guests

Re-Engage Guest into Resort

Secure Team Member/Manager Support

- **No free offers without Manager approval**

Follow Up with Guest with solution(s)

Resort Expected Behaviors

(S) SELL/UPSELL to our GUEST

Deliver Active Listening

- Eye Contact, Lean Forward, Paraphrase

Suggest (3) Resort products





Resort Expected Behaviors

(T) THANK our GUESTS

SAY: “Make it a Great Day (Guest Name)”

8 Feet Rule

Eye Contact, Smile, Lean Forward



REWARD & RECOGNITION PROGRAM

ABOVE &
BEYOND

**ABOVE &
BEYOND**



**STARS Committee
Nomination Process
Explanation of Gold Star PINS
The Gold COIN
Rock STARS
Wall of Fame STARS
Monthly Manager Rewards
Cross Team Reward Competition**

