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**GUEST**  
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**SERVICE & LEADERSHIP SOLUTIONS**

**G**reet ◆ **U**nderstand ◆ **E**ngage ◆ **S**ell ◆ **T**hank

# **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

# GUEST

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**



*Stars*

**REWARD & RECOGNITION PROGRAM**

**ABOVE  
&  
BEYOND**

**ABOVE &  
BEYOND**

  
*Stars*

**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**

