

# Together Towards Quality Service TTQS Model

*An Innovative Customer Service Training.*

**Intensive 3 days  
Training.**

(Including Customized Contents)



TTQS Model Master Class – An Innovative Customer Service  
Training.



# Together Towards Quality Service Model: An Innovative Customer Service Training.





# ***DAY 1: Module One.***

## **The Origins and Evolution of Hospitality**

*Exploring the Roots and Cultural Significance of Hospitality Through History*

## **Understanding Hospitality: Its Meaning and Heritage**

*Tracing the Origin and Meaning of the Word "Hospitality" with a Focus on different parts of the world's Traditions*

## **Service vs. Hospitality: Defining the Distinctions**

*A Comprehensive Guide to Understanding the Differences Between Service and Hospitality*

## **Knowing Your Guests: The Key to Exceeding Expectations**

*Identifying Guest Types, Traits, and Needs for Exceptional Service Delivery*







# Together Towards Quality Service Model: An Innovative Customer Service Training.

## **DAY ONE:**

Day 1: Module One. 5hrs including 15 mins break

### CHAPTER ONE.

- Introduction: TTQS
- Benefits & Learning Objectives
- The TTQS Model

### CHAPTER TWO:

- The Origin & Ancient hospitality
- The word “hospitality”.
- Origin & Meaning.
- Middle Eastern ancient hospitality

### CHAPTER THREE:

- Service & Hospitality
- Definitions: Service & Hospitality

### CHAPTER FOUR:

- Know your guests / customers.
- Introduction: Know your guests to exceed expectations
- Types of guests, traits and needs

## Innovative Customer Service Training Series. 2.

### Together Towards Quality Service



Your host: Hassan AlJabri





## ***DAY 2: Module Two.***

### **The Four E's of Experience Economy**

*Understanding the Objectives and Overview of Service Experience in the Experience Economy*

### **Exceeding Guest Expectations**

*Introduction to the Triple P's: Principles for Surpassing Guest Expectations*

### **Professionalism in the Hospitality Industry**

*Defining Professionalism: Key Attributes, Dimensions, and Characteristics*

### **The Paradigm Shift – The “Aha” Moment**

*Exploring Personal and Social Paradigms: The Power of a Paradigm Shift*





# Together Towards Quality Service Model: An Innovative Customer Service Training.

## DAY TWO:

Day 2: Module two. 5hrs including 20 mins break

CHAPTER Five.

Four E's of Experience Economy

Objectives, overview & introduction of services experience

Four Realms of Experiences

CHAPTER Six:

Exceeding guest's expectations

Introduction & the triple P's

CHAPTER Seven:

Professionalism in hospitality industry

Introduction: What is professionalism?

Professional Attributes, dimensions & characteristics

CHAPTER Eight:

The Paradigm shift – "Aha" moment

Introduction: Person's and social paradigms

The Power of Paradigm Shift

## Innovative Customer Service Training Series. 5. Together Towards Quality Service



## Chapter Five. The Four E's of Experience Economy

Your host:

Hassan AlJabry

Hospitality Deep Dive Academy

#hospitalitydd







## ***DAY 3: Module Three***

### **Delivering Quality Service**

*Exploring the SERVQUAL Model and Its Five Dimensions (RATER)*

### **Effective Complaint Handling**

• *Utilizing the L.U.A. Method to Resolve Disputes and Enhance Guest Satisfaction*

### **Creating Great Memorable Guest Experiences**

• *The Guest Experience Equation, Service Culture, and Real-Life Examples of GMGE*

### **The Power of Moments: Moments of Truth**

• *Understanding and Implementing Moments of Truth in the Workplace and Customer Service*





# Together Towards Quality Service Model: An Innovative Customer Service Training.

## **DAY TWO:**

**Day 3: Module Three. 5hrs including 15mins break**

CHAPTER Nine.  
Quality Service  
The SERVQUAL Model  
5 dimensions (RATER)

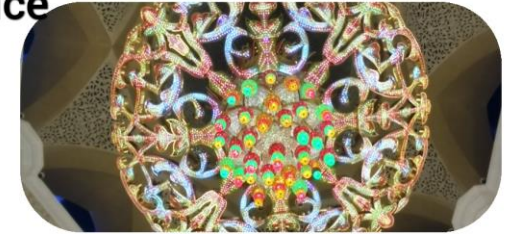
CHAPTER Ten:  
Handling Complains  
Use of L.U.A. to resolve disputes

CHAPTER Eleven:  
Great memorable Guest Experience  
Introduction, guest experience equation and service culture  
Examples of Real life Experiences in creating GMGE

CHAPTER Twelve:  
Moment of Truth  
Moment of truth in the workplace and in customer service

**Innovative Customer Service  
Training Series.  
Together Towards  
Quality Service**

**Chapter 9. RATER  
Service Quality**





# Empower your Team Today



## Certification:

*All trainings are facilitated / Trained by Certified Trainers and Certificate issued are certified by **KHDA** (Knowledge and Human Development Authority in Dubai, UAE).*

*Certified Certificates are issued in collaboration with **Svarna Training Institute**, a Dubai-based institution recognized by the **KHDA**.*

*This partnership ensures that our participants receive globally recognized credentials upon completion.*



# Empower your Team Today

*Get started with us.*

*Training offered to **Corporate only** for more than **10 delegates**.*

**Trainer (s) Available for Face to Face in East Africa**

*(Tanzania, Rwanda, Kenya and Uganda)*

**and In the Gulf States.**

*(Saudi Arabia, UAE, Qatar, Bahrain, Kuwait and Oman.)*



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